Rayan Youchaa

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Gender: Female

Personal Summary

A result-driven professional with more than 10 years of experience in the humanitarian sector, particularly in the MEAL department where I have primarily managed and followed-up on monitoring, evaluation, complaints, referrals, and accountability. I am currently seeking a new challenge and opportunity to further enhance my abilities and use my skills at their full potential.

Experience

Institut Européen de Coopération et de Développement and
Semeurs d'Avenir - Lebanon Septembre 2022- December 2024
M&E Coordinator (education and health sector)

- Monitor the implementation of activities and ensure that they are aligned with the logical framework.
- Designing and conducting surveys (KOBO, Google..)
- Supervise, training and managing volunteers for data collection.
- Conduct qualitative and quantitative surveys and analyze them
- Collect data from two different teams and report them.
- Support of writing narrative reports to donors once per year.
- Prepare tracer study for all activities.

Akkar network for development, AKKAR- Lebanon October 2021-August 2022
M&E Officer (protection sector)

- Update and follow up on indicator matrix
- Presenting monthly reports regarding the activity's achievement
- Data cleaning, storing, and analysing data related to AND projects activities
- Capacities building of staff with data tasks/responsibilities/data focal points
- Update data on Activity Info monthly.

Care International in Lebanon, Tripoli- Lebanon December 2019-August 2020
Referral Specialist – Consultant (Gender and protection sector)

- In coordination with the program staff and the Protection Coordinator, design a comprehensive referral system for internal and external referrals to be used by CARE staff and partners,
- Draft Referral SOPs and pathways including guidelines for managing helpline calls and requests by beneficiaries, including clear identification of roles, responsibilities, pathways, and tools (templates and forms…);
- Organize training on the referral system for CARE and partners staff including training on referral principles.

Care International in Lebanon, Tripoli- Lebanon February 2019-November 2019
MEAL Officer (Education, livelihood, shelter and agricultural sectors)

- Support the development of Monitoring &Evaluation design, planning, and implementation; Assist the project team in strengthening the accountability mechanisms.
- Organize field activities, focus group discussion, data collection, and support in recruiting, training and managing volunteers and data analysis.
- Assist the project team and partners in documenting lessons learned and reports.

Solidarités International (SI), Tripoli- Lebanon May 2015-January 2019
Complaints and Referral Supervisor, MEAL department (Emergency Activities)

- Built the capacity of SI staff in accountability, complaints and response mechanisms, and referral pathways (Internal, External and incoming referrals);
- Supervised the work of the hotline officer and MEAL officer.
- Liaised with relevant agencies in all SI operating areas through regular visits to ensure accurate referral pathways; Represented SI as a Focal point of the Shelter Panel at UNHCR.

Solidarités International, Tripoli- Lebanon August 2014-April 2015
Hotline Officer- MEAL department

- Ensured that all information related to the beneficiary calling is appropriately recorded;
- Referred all cases to the appropriate manager and conducted follow up exercises.

Care International, Tripoli- Lebanon May 2014 -June 2014
Assessment Enumerator in T5

- Conducted the VASyr (Vulnerability assessment for Syria Refugees) questionnaire, and identified eligible individuals in the household;
- Ensured that the interviewees are fully aware of the data collected and informed about the use of the data; ccompleted a minimum of 5 assessments per day.

Swiss Agency for Development and Corporation, Qobayat- Akkar October 2013-March 2014
Field Officer

- Liaised with municypality and steckholder to Supporte Lebanese families and communities in hosting displaced Syrians.

Education

Azm Educational Campus, Tripoli September 2013-May 2015
Ciso Certificate
CNA and CCNP SWITCH, ROUTE and TROBLSHUTING

Université de Technologie et de Sciences Appliquées Libano-Française
, Tripoli August 2012 – September 2013
Bachelor of Science (BS) in Telecom and Networking Systems

Lebanese International University (LIU), Koura August 2008 – September 2012
Branch Engineering Computer and Telecommunication

Skills

Software proficiency

- Open Data Kite "ODK application"
- MS Office (Word, Excel, Access, & Power point).
- AutoCAD, C++, Java, network, Data Base

Special Skills

- Conflict resolution, mentoring, capacity building, coaching, M &E tools and accountability.

Languages

- Arabic: Native language
- English: Advance in reading, speaking, and writing
- French:working proficiency in reading, speaking and writing