

Adriana E. Bou Diwan

Learning and Development | Corporate Social Responsibility

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Marital Status: Single

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SUMMARY

Capacity Building and Community Engagement professional with round 15 years of experience in education, international development and capacity building across the MENA region.

Skilled in training needs assessment, design and delivery with a major focus on soft skills, youths and leadership programs within complex and high-conflict contexts, with expertise in DEI training (Diversity, Equity, and Inclusion) and education technology. Recognized for designing and implementing over 20 multi-stakeholder projects and delivering more than 15 highly engaging trainings annually including gamification to large group of up to 400 trainees per topic delivered.

Currently looking for an opportunity in the corporate sector, at a reputable organization working on learning and development for growth, allowing to pursue my passion while developing further my skills in a role where I can highly contribute and add-value.

PROFESSIONAL EXPERIENCE

Adyan Foundation

Lebanon – MENA – Iraq

Feb 2014 – December 2025

Capacity Building Specialist

Lebanon and Iraq

Jan 2025 – Dec 2025

- Reported directly to the regional project director.
- Redesigned and expanded *teachcoexistence.com* and Adyan's stand-alone training portfolio, while ensuring content relevance, accessibility, and alignment with organizational learning goals.
- Lead learning needs assessments using various data sources and planned strategy.
- Designed and implemented skills framework aligned with business strategy.
- Developed and maintained the organization's training catalog, designing curricula, facilitator guides, and learning materials for new and existing programs.
- Oversaw capacity-building initiatives across departments, ensuring that all training programs reflect Adyan's mission, vision, and values while meeting measurable learning objectives.
- Served as the focal point for all training requests, managing coordination, customization, and evaluation of internal and external training engagements.
- Identified and managed partnerships with external learning providers, platforms, and coordinate their contributions to specialized learning projects.
- Handled interns onboarding and learning plans at the organization.
- Led over 20 complex regional projects across the MENA region, with a strong focus on Iraq during the past year.
- Designed and delivered impactful training and community programs for diverse and difficult groups within tight deadlines.
- Designed and facilitated over 15 trainings each year, engaging groups of 25–30 participants on average, and up to 400 participants overall per workshop category.
- Conducted pre and post-training evaluations and impact assessments to measure learning outcomes, participant satisfaction, and program effectiveness and report it in dashboards, activity reports and KPIs monitoring.

Head of Community Engagement

Lebanon

Jan 2021 – Dec 2024

- Reported directly to the Executive Director and led the department's project and team of 2 subordinates.
- Handled partnership coordination, and the design of new initiatives, including youth and volunteer programming.
- Directed over 35 training programs across departments, developing and delivering comprehensive learning modules on community leadership, peacebuilding, and coexistence.
- Moderated community dialogues addressing conflict transformation, intercommunal relations, and peacebuilding.
- Managed regional projects on dialogue, youth, religion, coexistence and unity, women's rights, and peace building.
- Communicated with and engaged over 110 religious leaders and activists and coordinated the efforts of 300 volunteers across multiple community initiatives.
- During the Beirut war in 2024, led emergency community coordination efforts, partnering with local organizations to support over 2,500 displaced households with essential food and supplies within 2 months.

Training Manager

Lebanon and MENA Region

Feb 2014 – Jan 2021

- Started on Feb 2014 as coordinator and got promoted to manager in Apr 2018.
- Led the training unit and developed its business plan and strategy.
- Designed and delivered training programs for Lebanon and MENA region.

- Advised other departments on their training components and assisted in training needs analysis.
- Scouted best training providers in Lebanon and the MENA region, benchmarked budgets and outlines, and designed own tailored training based on best practice, internal needs and objectives.

Mercy Corps

Lebanon

Feb 2013 – Jan 2014

Program Assistant

- Led and coordinated the University Scholarship Program (MEPI) with American University of Beirut (AUB).
- Trained 50 youth on leadership, communication skills, advocacy, team building, designing community-based projects, time management and budgeting.
- Followed up and mentored youth groups on their civic engagement and designed their community development projects
- Acted as Monitoring and Evaluation focal point for projects.
- Prepared, reviewed and edited reports for Mercy Corps Lebanon Programs and followed up on donor reporting deadlines.

Youth Economic Forum (YEF)

Lebanon

Apr 2012 – Dec 2012

Assistant Program Coordinator

- Supported the implementation of the National Youth Policy Program across multiple regions.
- Developed and edited the Policy Development Guide, serving as a key resource for stakeholders.
- Assisted in the organization of events, and ensured effective presence and engagement of participants.
- Handled digital communication by editing and maintaining YEF website and newsletter content.
- Coordinated the activities of thematic working groups, supporting advocacy efforts and the dissemination of communication and promotional materials in multiple regions.
- Ensured the project's admin and financial documents are compliant with project requirements (bills, receipts, vouchers).

FREELANCE CONSULTANCIES

Ministry of Education and Higher Education

Lebanon

Jan 2026 – Present

- Technology Adoption -Senior Training and Development Specialist
- Strategic and Program Lead for the Ministerial Technology Adoption Initiative
- Developed the technology adoption framework
- Advise on best learning practices
- Design of engaging learning programs

Beyond Group

Lebanon

Jan 2024 – Aug 2024

Communication & Conflict - Consultant and Facilitator

- Acted as a focal point for the People-to-People Facilitation Project (Chemonics / USAID).
- Handled the 3 most difficult regions, identified gaps, confirmed findings and implement change
- Designed and moderated workshops supporting solutions development.
- Developed business plans for the next strategic steps.

Alef Act for Human Rights

Lebanon

Nov 2012 – Jan 2013

Program Assistant

- Led the research and media monitoring of the Syrian Refugees Monitoring Unit.

Lebanese Emigration Research Center

Lebanon

Nov 2009 – Feb 2012

Intern Researcher

- Monitored media coverage on out-of-country voting, analyzed and reported on migration trends in and through Lebanon.

EDUCATION

American University of Beirut (AUB)

Graduate Diploma in Online Education – Edtech

Aug 2025 – Present

Beirut – Lebanon

Université La Sagesse (ULS)

Master 1 In Political Science: Diplomacy and Strategic Negotiations

Sep 2015 – Jun 2016

Furn Chebbak – Lebanon

Notre Dame University (NDU)

BA. International Affairs and Diplomacy

Sep 2009 – Jun 2012

Zouk Mosbeh – Lebanon

Training and Conferences

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|---|----------------------|----------|
| • Building Business Development Mastery: Practical Tools for Growth | Beit Al Karma | Jun 2025 |
| • Generative AI for Business Professionals | Future Ideas Lab | Apr 2025 |
| • Train the Trainer: Instructional design and Dynamic delivery | Phi Management Group | Feb 2018 |

SKILLS

Team Leadership, Communication, Cross-functional Collaboration Emotional Intelligence and Empathy, Active Listening, Stakeholder Engagement, Strategic Business Planning, Decision Making, Problem Solving, Adaptability, Employee's Engagement, Evaluation, Impact Measurement and ROI, Partnership Management, Crisis Response, Change Management, Risk Management, Advocacy, Training Needs Analysis, Instructional Design, Training Delivery, Learning Strategy Development, Facilitation and Coaching, Digital Learning and EdTech tools (LMS – Moodle), Gamification Tools and Platforms, Data Analytics and KPIS for learning outcomes, AI-driven Adaptive Learning Tools, Project Management, Budget Management, reporting and KPIS dashboards, Proposal Writing, Donor Relations.

Microsoft Office Suite (Excel, PowerPoint, Word, Outlook), Office 365, Slack, Google Workspace.

LANGUAGES

Arabic (Native), English (Fluent - Bilingual), French (Professional), Italian (Beginner).