

SALLY SALEM

PUBLIC AFFAIRS | STAKEHOLDER ENGAGEMENT | GOVERNMENT & PARTNERSHIP RELATIONS

Beirut, Lebanon | sallysalem5@live.com | +961-76-142254

Professional Profile

Public affairs and stakeholder engagement professional with 12+ years of experience building strategic relationships across international organizations, government stakeholders, civil society actors, UN agencies, and private-sector partners. Proven track record in partnership development, advocacy support, coalition building, public representation, policy engagement, and cross-sector coordination within complex regional environments.

Professional Experience

INTERNATIONAL REFUGEE ASSISTANCE PROJECT

Partnerships & External Relations Lead (2025)

- Led strategic engagement with over 40 national and international NGOs, strengthening referral partnerships and expanding organizational reach.
- Developed strategic outreach initiatives to strengthen organizational visibility and stakeholder engagement.
- Built and maintained relationships with UN agencies, civil society organizations, service providers, and community stakeholders across Lebanon.
- Represented the organization at inter-agency coordination forums, sector working groups, and stakeholder meetings, serving as a key external focal point.
- Facilitated partnership agreements and collaboration mechanisms resulting in more than 500 referrals from partner organizations.
- Organized stakeholder engagement events, awareness sessions, and capacity-building initiatives for NGO partners and community actors.
- Coordinated educational delegations from U.S. universities, designing engagement programs and facilitating meetings with senior leaders from partner organizations.
- Contributed to organizational policy development, anti-fraud initiatives, and internal change management efforts.
- Supported executive leadership with stakeholder intelligence, partnership opportunities, and external engagement planning.

Humanitarian Assistance Specialist (2015)

- Managed relationships with partner organizations across protection, education, health, livelihoods, and social services sectors.
- Developed and maintained a nationwide stakeholder mapping database covering hundreds of service providers and institutions.
- Led coordination efforts between NGOs and service providers to improve service delivery and collaboration.
- Delivered presentations, trainings, and awareness sessions in Arabic and English to external partners and community stakeholders.
- Served as a liaison between vulnerable communities and service providers, ensuring effective communication and relationship management.

JUSOOR – Syrian Forward Together

Program Manager

2014 – 2015

- Directed staff and community through day to day programs, tasks and activities.
- Managed stakeholder relationships with community leaders, donors, volunteers, parents, and educational partners.
- Oversaw center operations, budgeting, recruitment, staff performance and organizational planning.
- Led volunteer engagement programs and strengthened community participation initiatives.
- Represented the organization in community coordination meetings and local engagement activities.
- Coordinated procurements and budget recommendations for operating equipment and materials.
- Implemented educational plans aligned with community needs and psychosocial priorities.

Retail Group Lebanon

Assistant Store Manager – ABC Achrafieh

Jan 2015 – Aug 2015

- Executed daily business operations, including opening and closing procedures, cash handling, and store security.
 - Supported the store manager in reaching or exceeding sales goals and performance targets
 - Monitored sales trends and implemented marketing & promotional strategies on the sales floor.
 - Supervised, motivated, and mentored retail associates to deliver exceptional customer service.
 - Actively assisted customers and managed complaints promptly and professionally
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JESUIT REFUGEE SERVICES

Program & Field Coordinator

2011 –2014

- Directed staff and managed program operations.
 - Directed community engagement programs and multi-stakeholder education initiatives
 - Ensured implementation of learning Programs, parents support programs and activities.
 - Provided capacity building and constant mentoring and coaching for volunteers, facilitators, and teachers.
 - Led recruitment, onboarding, and team development processes.
 - Ensured gender-sensitive, educational difficulties and child protection -compliant programming.
 - Oversaw security protocols for the center.
 - Coordinated and supervised procurement for supplies and services aligned with program budgets.
 - Managed partnerships with local institutions, volunteers, teachers, and community leaders.
 - Coordinated outreach and awareness activities promoting education, protection, and community participation.
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LOT Polish Airlines

Reservation & Sales Officer

2010 –2012

- Provided travel advice and recommendation to clients.
 - Processed bookings and reservations through Amadeus and Galileo.
 - Worked with customer service and client's relation through handling inquiries, creating itineraries and maintaining professional communication skills. Handled complaints and concerns with professionalism.
 - Managed funds, payments, refunds and deposits ensuring service is provided and all transactions are accurate and secure.
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Wataniya Airways – Kuwait

Airport Guest Service Agent

2009 – 2010

- Assisted passengers with greetings and airport procedures, including check-ins, boarding, and baggage control.
 - Managed verifying travel documents, issuing boarding passes and providing flight and airport information.
 - Coordinated with airport staff and airline on flight procedures and boarding processes.
 - Assisted staff with special needs and helped them get all the assistance needed.
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Language Skills:

English: Fluent spoken and written **Arabic:** Native language

Education

- **American University of Beirut (AUB)** - MA International Affairs & Public Policy

2021- 2026

- **University of Damascus** – BA in Translation & Interpretation
2005-2009