

DIALA MANSOUR

Learning & Development Specialist | Community Operations & Training Coordinator

Beirut, Lebanon | +961 71 512 928 | diala.h.mansour@gmail.com | [linkedin.com/in/diala-mansour](https://www.linkedin.com/in/diala-mansour)

PROFESSIONAL SUMMARY

Dynamic Learning & Development Specialist and Operations Coordinator with expertise in community training, digital course deployment, and operational event execution. Skilled in organizing end-to-end learning workflows, managing LMS environments, creating multimedia assets, and facilitating stakeholder communications in innovation ecosystem environments. Trilingual professional (English, French, Arabic) adept at optimizing user engagement, managing logistics, and driving talent development initiatives.

CORE COMPETENCIES & EXPERTISE

- **Community & Event Operations:** End-to-End Event Execution, Stakeholder Coordination, Operational Workflows, Logistics Management
- **Training & Program Management:** Instructional Design (ADDIE/SAM), Course Deployment, Learning Path Structuring, Needs Assessment
- **EdTech & Multimedia Tools:** Moodle LMS, Articulate 360, Canva, Adobe Express, AI Integration for Education, MS Office, Google Workspace
- **Linguistic & Community Engagement:** English-to-French Localization, Content Scripting, Trilingual Communication (Arabic, English, French)

PROFESSIONAL EXPERIENCE

Learning Consultant (Contract) | Digital Opportunity Trust – Beirut, Lebanon (Jan 2026 – Present)

- Manage end-to-end digital course deployment on Moodle, including uploading SCORM packages, configuring interactive activities, and troubleshooting user access for seamless community participation.
- Execute English-to-French courseware localization, optimizing interface elements and metadata to deliver tailored learning experiences for French-speaking target audiences.
- Design high-engagement educational video assets and interactive content using Canva and AI tools, translating complex training materials into intuitive visual formats.

Instructional Designer (Contract) | Pedagogy SARL – Tripoli, Lebanon (Jul 2025 – Present)

- Develop comprehensive online training modules tailored for educators, community coordinators, and professional development cohorts.
- Record, produce, and manage course video materials designated for trainer distribution and session enablement.

- Script instructional video content, design animated slides, and build visual storytelling assets that streamline skill acquisition.

Logistics Officer | Dent de Lait Future Kids Nursery – Beirut, Lebanon (Sep 2024 – Jun 2026)

- Facilitated end-to-end event execution in close collaboration with executive leadership and project managers to achieve organizational goals.
- Engineered robust operational workflows to support daily business activities, minimizing friction and fostering transparent communication across cross-functional teams.

Early Education | Dent de Lait Nursery – Beirut, Lebanon (Sep 2021 – Aug 2024)

- Designed activity plans, leveraged digital interactive tools to maximize engagement, and partnered with stakeholders to measure individual and cohort development.

EDUCATION & PROFESSIONAL DEVELOPMENT

Master's Degree in Educational Technology (In Progress) – Lebanese University, Faculty of Pedagogy (2023 – Present)

Bachelor's Degree in Early Childhood Education – Lebanese University, Faculty of Pedagogy (2021)

KEY CERTIFICATIONS & SPECIALIZED TRAINING

- Instructional Designer Training (89 hours) – Pedagogy SARL (2025)
- STEAM Game Development & AI Integration (50 hours) – EdTech Hub (2024)
- AI for Educators (16 hours) & Gamification in Online Learning (8 hours) – EdTech Hub (2024)
- Creativity in Writing (Levels 1 & 2, 80 total hours) – Mada Theater & Academy (2025–2026)