

AYA ABDALLAH

Training & Program Coordination Professional | Learner Engagement & Operations Specialist

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PROFESSIONAL SUMMARY

Bilingual (Arabic/English) Training and Program Coordination professional with 5+ years of experience coordinating training programs, learner engagement, and institutional operations within a regional legal organization under the League of Arab States. Directed the Judicial Training Academy's programs and logistics, managing participant communication, session scheduling, attendance and progress tracking, and multi-stakeholder engagement to ensure smooth, learner-focused delivery. Experienced in maintaining curriculum and content workflows through oversight of academic publication and peer-review processes, and in coordinating outreach and information sessions for diverse audiences. Combines strong organizational discipline and follow-up rigor with a proactive, learner-centered approach, hands-on digital-platform and LMS familiarity, and the ability to build trusted relationships that keep learners engaged and on track to completion. Holds a Bachelor's and Master's in Computer and Communication Engineering, giving a strong digital-skills foundation for supporting technology-focused training programs.

CORE COMPETENCIES

- Training Coordination & Learner Support · Student/Learner Engagement & Retention · Onboarding & Orientation
- Data Tracking, Attendance & Reporting · Curriculum & Learning-Content Maintenance · Cross-Functional & Stakeholder Coordination
- Program & Event Operations Management · Budget & Logistics Oversight · LMS & Digital Platform Familiarity
- IT Infrastructure & Digital-Skills Background · Cybersecurity Fundamentals · Bilingual: Arabic (Native) & English (Proficient)

PROFESSIONAL EXPERIENCE

Training & Operations Coordinator (Judicial Training Academy, Publications & IT)

Sept 2020 – Present

Arab Center for Legal & Judicial Research – League of Arab States | Beirut, Lebanon

- Served as Head of Executive Operations for the Judicial Training Academy, coordinating training programs, session logistics, trainer communication, and multi-stakeholder engagement to ensure smooth, on-time delivery of training activities.
- Managed a competitive regional award program (the Arab Prize for Doctoral Theses) end-to-end — application intake, applicant communication, evaluation tracking, reviewer coordination, and final selection — maintaining accurate records throughout the process.
- Directed the Center's academic journal operations — maintaining submission workflows, coordinating peer review, and keeping content accurate, organized, and on schedule for publication.
- Led end-to-end planning and delivery of 10 regional training seminars (~100 participants each) and 4 international conferences (~200 participants each), including in-person outreach activities, information sessions, and on-site participant support from concept to close.
- Collaborated with cross-functional teams and supervisors (technical, media, operations) to ensure successful, on-time program and event delivery, and prepared regular progress updates for leadership.
- Managed IT infrastructure and digital platforms — including two organizational websites, networks, devices, meeting rooms, and AV systems — building strong technical fluency for hosting online sessions and troubleshooting learner-facing platforms.
- Supported organizational compliance with international standards (ISO, data protection) and drove day-to-day operational efficiency improvements.

JavaScript Developer Trainee

Aug 2018 – Oct 2018

ISS – ICC Group | Beirut, Lebanon

- Developed and customized forms using Nintex Process Automation tools; supported process improvement and automation documentation.

Networking Trainee

Jul 2018

CNS – ICC Group | Beirut, Lebanon

- Completed intensive training in routing, switching, and enterprise network configuration.

CERTIFICATIONS & TRAINING

- Cybersecurity Career Path Program (4 months, 2024-2025) — Network security, penetration testing, incident response, SOC fundamentals, web/API security, Linux security

SELECTED PROJECTS

- Cybersecurity: Vulnerability assessments (Nessus/OpenVAS), penetration testing simulations (Burp Suite, Metasploit), secure LAN/WAN design (VPN, firewall, IDS/IPS), OWASP Top 10 testing, CTF challenges.
- Technical: MS thesis on sensor placement optimization (MATLAB); Raspberry Pi home automation system; Python automation for Ubuntu server patching; IoT security testing.

EDUCATION

MS in Computer and Communication Engineering (Digital Skills & Technology) <i>Lebanese International University, Beirut — GPA: 3.1</i>	2018 – 2020
BS in Computer and Communication Engineering (Digital Skills & Technology) <i>Lebanese International University, Beirut — GPA: 3.0</i>	2015 – 2018

LANGUAGES

- Arabic — Native | English — Proficient