

Adriana E. Bou Diwan

Learning and Development | Organizational Development

Address: Baabdash – Lebanon
Phone number: +961 70 160 141

Email address: aeboudiwan@gmail.com
LinkedIn: www.linkedin.com/in/adriana-bou-diwan

PROFILE SUMMARY

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

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 CSO sector, at a reputable organization working on digital learning, 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

Capacity Building Specialist

Lebanon – MENA – Iraq

Lebanon and Iraq

Feb 2014 – Present

Jan 2025 – Present

- Report directly to the regional project director.
- Redesign and expand *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.
- Design and implement skills framework aligned with business strategy.
- Develop and maintain the organization's training catalog, designing curricula, facilitator guides, and digital learning materials for new and existing programs.
- Oversee capacity-building initiatives across departments, ensuring that all training programs reflect Adyan's mission, vision and values, comply with best practices, law, rules and regulations, while meeting measurable learning objectives.
- Serve as the focal point for all training requests, managing coordination, customization, and evaluation of internal and external training engagements.
- Identify and manage partnerships with external learning providers, platforms, and coordinate their contributions to specialized learning projects.
- Handle 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.
- Design and deliver 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.
- Conduct pre and post-training evaluations and impact assessments to measure learning outcomes, participant satisfaction, and program effectiveness and report it in dashboards.
- Issue activity reports and KPIs monitoring on a regular basis as per donor's timelines and requirements.

Head of Community Engagement

Lebanon

Jan 2021 – Dec 2024

- Reported directly to the Executive Director.
- Led a team of 2 subordinates, and conducted regular team meetings to ensure project alignment with project criteria/requirements, best practices, policies, laws and regulations in the country of operation.
- 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 <i>Program Assistant</i>	Lebanon	Feb 2013 – Jan 2014
<ul style="list-style-type: none"> 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 Prepared, reviewed and edited narrative donor reports as per project criteria and deadlines. 		

Youth Economic Forum (YEF) <i>Assistant Program Coordinator</i>	Lebanon	Apr 2012 – Dec 2012
<ul style="list-style-type: none"> 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

Beyond Group <i>Communication & Conflict - Consultant and Facilitator</i>	Lebanon	Jan 2024 – Aug 2024
<ul style="list-style-type: none"> Acted as one of the lead facilitators for the People-to-People Facilitation Project (Chemonics / USAID). Handled the 3 most difficult regions, identified gaps, validated findings through visits and implement change Designed and moderated workshops supporting solutions development and participated in related business strategy. 		
Alef Act for Human Rights <i>Program Assistant</i>	Lebanon	Nov 2012 – Jan 2013
<ul style="list-style-type: none"> Led the research and media monitoring of the Syrian Refugees Monitoring Unit. 		
Lebanese Emigration Research Center <i>Intern Researcher</i>	Lebanon	Nov 2009 – Feb 2012
<ul style="list-style-type: none"> Monitored media coverage on out-of-country voting, analyzed and reported on migration trends in and through Lebanon. 		

EDUCATION

American University of Beirut (AUB) <i>Graduate Diploma in Online Education – Edtech</i>	Aug 2025 – Present <i>Beirut – Lebanon</i>
Université La Sagesse (ULS) <i>Master 1 In Political Science: Diplomacy and Strategic Negotiations</i>	Sep 2015 – Jun 2016 <i>Furn Chebbak – Lebanon</i>
Notre Dame University (NDU) <i>BA. International Affairs and Diplomacy</i>	Sep 2009 – Jun 2012 <i>Zouk Mosbeh – Lebanon</i>

Training and Conferences

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, Crisis Response, Change Management, Risk Management, Advocacy, Training Needs Analysis, Instructional Design, Training Delivery, Learning Strategy Development, Facilitation and Coaching, 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.

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

LANGUAGES

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