

Makram Robehmed

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WORK EXPERIENCE

WORLD LEARNING

PROGRAM OFFICER (DATA LEAD) – 03/03/2023 – 31/03/2025

1. Led data quality assurance (DQA) for ICT distribution activities across 800 public schools.
2. Supported the automation of data collection improving accuracy and reporting speed by 70%.
3. Delivered trainings on Excel and Kobo for the field team reducing data entry errors by 90%.
4. Managed data cleaning, verification, and reporting enhancing decision-making impact.
5. Developed a Gantt Chart for project tasks improving team coordination and timely completion.
6. Prepared evidence-based narrative reports enhancing transparency and accountability.
7. Participated in weekly activity review sessions with MEAL, Logistics teams, and Partners.
8. Supported the design and updating of Implementation plans enabling progress monitoring.
9. Supported Project manager and MEAL manager in meeting USAID reporting requirements.
10. Managed shared folders and permissions on OneDrive for project files and data.

INTERNATIONAL FEDERATION OF RED CROSS AND RED CRESCENT SOCIETIES

MONITORING OFFICER – 02/03/2021 – 31/12/2021

1. Evaluated vaccine handling procedures and provided technical assistance at the site of vaccination (hospitals, mobile clinics, MoPH).
2. Collected monitoring data from the field using appropriate monitoring tools and checklists (nurses, doctors, pharmacists).
3. Collected information on the stock of vaccines and informed my team leader if any waste or misuse been identified.
4. Collected data related to waste management, occupational, health and safety (OHS), and eligibility criteria adherence (World Bank).
5. Collected basic information on GRM process (evidence of a grievance redress mechanism in place and whether this is being accessed).
6. Trained newly joined field staff on data collection methods and ODK usage, indicator definitions, and reporting requirements.

ACTED / BEIRUT URBAN LAB (AMERICAN UNIVERSITY OF BEIRUT-AUB)

SOCIAL WORK RESEARCHER – 01/10/2020 – 30/12/2020

1. Conducted interviews with migrants/host communities and actors (local authorities, NGOs).
2. Documented landmarks (cultural, religious) and infrastructure (access to water and electricity).
3. Conducted observations for damaged constructions and urbanization trends (Gentrification).
4. Documented observations, qualitative interviews, and geo-referencing (ArcGIS).
5. Drafted a final Urban Snapshot aimed at locating UNHCR recovery efforts (click [here](#) to read).

BLOM BANK

BUSINESS ANALYST – 02/08/2015 – 30/12/2018

1. Gathered and analyzed business requirements from stakeholders (functional operations).
2. Conducted gap analysis and process mapping of banking systems (workflow and compliance).
3. Supported stakeholders to develop effective standard operating procedures (SOPs).
4. Designed and delivered training sessions for bank staff on new processes, systems, and project requirements.
5. Optimized the ATM cash replenishment by 75% reducing the time from 1 hour to 15 minutes.
6. Assisted in the integration of HSBC operations into BLOM Bank systems (HSBC Acquisition).
7. Collaborated with Finance to improve processes for financial reporting (balance sheet, income statement).
8. Coordinated UAT activities across IT and Business stakeholders for RTGS System upgrade.
9. Ensured accurate and compliant processing of cross-border payments on SWIFT system.

BLOM BANK

CALL CENTRE AGENT – 02/10/2011 – 30/07/2015

1. Handled high volumes of inbound and outbound calls providing timely support to customers.
2. Advised customers on banking products and services, helping them choose tailored solutions.
3. Resolved customer inquiries and complaints related to accounts and banking products.
4. Maintained detailed records of customer interactions in CRM system.
5. Analyzed repetitive customer issues/complaints providing meaningful feedback to Supervisor.
6. Participated in training and team meetings improving knowledge of products and policies.

● EDUCATION

PM4NGOs (2025)

- Project DPro
- Finance DPro

Cornell University (2024)

Project Management Course

Holy Spirit University of Kaslik (2014-2017)

Master of Business Administration

HEC Montreal (2015-2016)

Diplome D'études Supérieures Spécialisées en l'Administration des Entreprises

Arts, Sciences, and Technology University (2009-2012)

Bachelor of Sciences in Computer Communications Networking

● SKILLS

Rolling Wave Planning | Resource Allocation | Scheduling and Integration (Gantt Charts) | Inventory Management | Capacity Building | Tasks and Deliverables Organization (Work Breakdown Structure-WBS) | Technical Writing (Proposals, Concept Notes, Narrative Reports) | Stakeholders Engagement Cycle | Risk Management Cycle | Root Causes Analysis | Process Optimization | Operational Compliance | Data Management (Quality, Compliance) | KOBO, ODK, ArcGIS, Microsoft Forms, Excel, Word, PowerPoint, PowerBI, SQLQuerying, DevResults | MEAL (Monitoring Plans, Data Collection/Verification, Baseline/Endline Design, Feedback and Lessons Learned) | Policies and Procedures | Migrant/Refugee Communities | Problem Solving | Team Work | Listening and Patience | Effective Communication | Conflict Resolution | Stress Management

● LANGUAGES

Arabic: Native

English: Excellent

French: Intermediate

● PUBLICATIONS

[Karm El-Zeitoun Neighborhood Urban Snapshot](#) (2021)

This report is one of the six Urban Snapshots conceived by the Beirut Urban Lab (BUL) in partnership with ACTED and funded by UNHCR in Fall/Winter 2020-2021.

This report is designed to a) Inform the understanding of each of the four INGOs and UNHCR about the urban processes underway in each of the neighborhood prior to the blast, focusing on those processes that are likely to slow-down or threaten the return of residents and the recovery of the neighborhood, and b) Whenever possible, point the INGOs in each of the neighborhood towards potential communal projects of important social relevance.

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