

Laura Chehadeh

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Professional profile:

A dynamic and trilingual (Arabic, English, French) human resource professional with **6+ years** of experience in full recruitment cycle and people management in an NGO setup. With a bachelor's degree in human resource management from NDU Lebanon, I have gained valuable experience in career development, succession planning, time management and project management.

Key Achievements:

- Led a team of **60 employees** in 2 different locations (Tripoli Base & Akkar Sub office).
- Handled 10+ vacancies simultaneously under 2 different projects covering gender-based violence and child protection.
- Planned & Organized travel arrangements for different day outs for the staff wellbeing.
- Handled fast-paced recruitment and onboarding processes during the war and emergencies.

Professional Experience:

Human Resource Officer- INTERSOS – Lebanon.

January 2023 – Present

- Coached & supported employees on conflict resolution, handling employee issues, motivating subordinates, building teams and introducing wellbeing initiatives.
- Guided and supported managers and staff on HR policies and procedures and monitored the implementation of the rules in line with the **internal regulations and labor law**.
- Prepared the staff contracts, consultancy agreements and employment certificates.
- Ensured the implementation of performance appraisals and supported the management in detecting training needs through consolidating staff performance results.
- Supervised and **led the full recruitment process** which includes announcement of vacancies, conducting pre-screening, contacting candidates for interviews and assessments, conducting reference checks and sending job offers.
- Handled the payroll procedures to ensure that all data related to monthly salary calculation of national employees of the project are correctly collected and registered.
- Updated the HR data and personnel information records on an automated system.
- Built and maintained a pipeline of qualified candidates for the future hiring needs.
- Updated attendance sheets, leave balances and contact information of the mission staff.
- Followed up on administrative processes and procedures including new joiners' documents, NSSF documents, insurance registration and exit procedures.

Human Resources Assistant- INTERSOS – Lebanon.

January 2021 – December 2022

- Conducted HR activities including recruitment support, maintaining records and facilitating onboarding processes to strengthen organizational capacity.
- Prepared HR documents, including employment contracts, policies and reports.
- Monitored recruitment metrics to evaluate and improve effectiveness.
- Assisted in planning training sessions, engagement activities and performance reviews.
- Created engaging materials such as presentations and workshops.

Human Resources Administrator- INTERSOS – Lebanon.

January 2020 – December 2020

- Conducted field visits to the branches of Intersos to guide and support staff on HR related matters.
- Partnered with the hiring managers to define job requirements and candidate profiles.
- Assisted in the recruitment process and conducted interviews for non-managerial positions.
- Conducted the HR induction for national staff, in consultation and collaboration with managers including recruiting, opening vacancies, conducting pre-screening, interviews.

Human Resources Intern- INTERSOS – Lebanon.

April 2019 – December 2019

- Learned about the organizational systems and policies and supported in preparing the ID badges for the new joiners
- Provided administrative support to the HR team as needed and conducted market research on HR best practices and industry trends.
- Assisted in the performance management and feedback tracking.

Education:

- Bachelor Degree in Human Resources Management.
Notre Dame University – North Lebanon – El Koura.
Graduated with high distinction (2018)
- Certification in Professional Coaching.
Coach Transformation Academy – Dubai.
June 2025

Trainings:

- HR Workshops at INTERSOS including learning outcomes, challenges faced, lessons learned, upcoming objectives, salaries review and new initiatives.
- Constructive conflict management and Leadership – New Horizons Lebanon (September – 2019).
- Train the trainer – International Leadership Institute (October – 2022).
- Emotional Intelligence and Stress Management – (February – 2021).
- Communication and Time Management – INTERSOS (March – 2020).
- Leadership in Crisis – (December – 2020).
- Leadership and Influence – (May – 2022).
- Safeguarding Essentials (PSEA) – Online Platforms (April – 2025).
- Personal Security and Safety – Atlas Assistance (March – 2022).
- Career Development and Succession Planning – Formatech (May – 2022).