

Rafa Ezzeddein

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Professional Summary:

Results-oriented Project and Operations Manager with over **10 years of experience** in international organizations, including the United Nations. Demonstrated success in leading **complex projects** across **stabilization, recovery, and resilience programming**. Experienced in managing **full project cycles**, coordinating with diverse stakeholders, and ensuring alignment with strategic objectives. Adept at fostering **collaboration across sectors and levels of government**, while ensuring accountability, transparency, and impact. Currently seeking a new opportunity to contribute to **meaningful development initiatives** through **effective project coordination, strategic implementation, and knowledge sharing**, while continuing to grow within a **dynamic and purpose-driven environment**.

Skills

- Project Cycle Management
- Results-Based Management (RBM)
- Stakeholder Coordination & Partnership Building
- Monitoring, Evaluation, Accountability & Learning (MEAL)
- Budgeting & Financial Oversight
- Donor Compliance (UNHCR, ECHO, BPRM)
- Procurement & Contract Management
- Strategic Planning & Implementation

Experience

Assistant Programme Officer | Lebanon, Beirut | UNHCR | February 2023- present

- **Lead the planning, coordination, and monitoring** of multi-sectoral projects focused on stabilization and recovery, ensuring alignment with strategic objectives and timely delivery of outputs.
- **Develop and manage workplans and budgets** exceeding \$30 million, ensuring effective resource allocation, financial oversight, and compliance with donor and organizational requirements.
- **Oversee partnerships with over 7 implementing partners**, guiding project design, execution, and closure while ensuring quality assurance, accountability, and performance monitoring.

- **Coordinate with government entities** (e.g., MoSA, Ministry of Environment, DRR) and local authorities to support community-based initiatives, including renewable energy and civil defense projects.
- **Monitor project progress** through field visits, indicator tracking, and regular reporting, contributing to adaptive management and evidence-based decision-making.
- **Support procurement processes**, including drafting Terms of Reference and reviewing deliverables, ensuring compliance with procurement standards and timely service delivery.
- **Deliver capacity-building sessions** to partners and stakeholders, enhancing institutional capacities in project management, reporting, and compliance.
- **Contribute to resource mobilization efforts**, including proposal development and donor engagement, aligning funding opportunities with programmatic priorities.
- **Prepare and review narrative and financial reports**, ensuring transparency, accountability, and alignment with donor expectations and internal standards.
- **Promote knowledge sharing and learning**, synthesizing lessons learned and best practices to inform future programming and enhance project impact.

Head of Base/ Programme Manger | Lebanon, Tyre | INTERSOS | January 2019-January 2023

- **Led planning, implementation, and monitoring** of multi-sectoral humanitarian and stabilization projects, applying results-based management and achieving over 90% of project targets on time.
- **Developed and updated workplans and budgets** for projects totaling over \$10 million, ensuring timely delivery, donor compliance (UNHCR, ECHO, BPRM), and strategic alignment.
- **Oversaw procurement and contract management**, ensuring adherence to organizational and donor regulations, and contributed to successful resource mobilization and proposal development.
- **Maintained coordination with over 20 stakeholders**, including UN agencies, INGOs, local authorities, and CIMIC structures, ensuring synergy, avoiding duplication, and enhancing project impact.
- Supervised project teams and consultants, ensuring quality outputs and adherence to organizational standards across all phases of the project cycle.
- **Managed financial oversight**, including expenditure tracking, procurement approvals, and financial reporting, resulting in 15% cost savings through efficient resource use.
- **Delivered training and capacity-building** sessions to national staff, strengthening skills in project management, compliance, and coordination.
- **Documented lessons learned and best practices**, contributing to **strategic planning** and improving future programming.
- **Oversaw operational support functions**, including logistics, HR, and security, ensuring smooth coordination between program and support teams and contributing to the Comprehensive Planning Process (CPP).
- **Supported international missions** with logistical and security arrangements, ensuring continuity and safety of field operations.

Project Manager | Lebanon, Tyre | INTERSOS | January 2018-December 2018

- **Led the planning, implementation, and monitoring** of UNHCR and ECHO-funded projects in protection, shelter, and community-based interventions, ensuring timely delivery and alignment with strategic objectives.
- **Developed and managed workplans, procurement schedules, and financial forecasts** for projects exceeding **\$5 million**, applying results-based management and ensuring donor compliance.
- **Oversaw procurement and financial processes**, acted as budget holder, and ensured transparent, efficient, and compliant use of resources.
- **Recruited, supervised, and built the capacity** of project teams, established clear communication structures, and ensured high-quality performance and adherence to organizational standards.
- **Designed and implemented MEAL frameworks**, conducted field monitoring, and delivered high-quality narrative and financial reports to donors, contributing to strategic planning and adaptive management.
- **Coordinated with local authorities, UN agencies, and NGOs**, co-chaired the GBV Working Group, and supported civil-military coordination to ensure access and avoid duplication.
- **Ensured operational efficiency** by aligning project delivery with HR, logistics, finance, and MEAL departments, and supported internal audits and donor compliance reviews.
- **Represented the organization** in coordination meetings and donor visits, enhancing project visibility and ensuring alignment with broader humanitarian strategies.

Protection Project Coordinator | Lebanon, Tyre | INTERSOS | January 2016-December 2017

- **Contributed to national protection strategy development**, analyzing trends and identifying thematic and geographic priorities to inform evidence-based programming.
- **Supported the design of new protection projects**, including needs assessments, partnership development, proposal writing, and budget planning in coordination with senior leadership.
- **Led the integration of protection with other sectors** (WASH, education, livelihoods), promoting a holistic and inclusive approach to humanitarian response.
- **Provided technical oversight and quality assurance** for protection interventions, ensuring alignment with global standards and donor requirements through regular field visits, mentoring, and tool development.
- **Represented the organization in national and field-level coordination forums**, including Protection, GBV, and CPiE working groups, strengthening collaboration with UN agencies, INGOs, and local authorities.
- **Supervised and built the capacity of a multidisciplinary protection team**, including legal advisors and caseworkers, through tailored training plans, performance evaluations, and continuous coaching.
- **Strengthened community-based protection mechanisms** by building partnerships with local organizations and improving referral pathways.
- **Contributed to strategic planning and donor reporting**, ensuring protection priorities were well-articulated, evidence-based, and aligned with organizational goals.

Project Protection Officer | Lebanon, Tyre | INTERSOS | January 2015-December 2015

- **Provided technical guidance and supervision to protection staff**, ensuring quality implementation of activities in line with international protection standards and organizational protocols.
- Conducted regular case reviews and audits, verifying compliance with Standard Operating Procedures (SoPs) and delivering structured feedback to improve case management quality.
- Oversaw case documentation and data protection, ensuring accuracy, confidentiality, and proper archiving of legal case files and digital records.
- Facilitated case management meetings to address complex cases and operational challenges, enhancing coordination and decision-making across the protection team.
- **Supervised psychologists and social workers**, supporting work planning and ensuring effective delivery of psychosocial support (PSS) and community-based protection activities.
- **Monitored and evaluated PSS interventions** in community centers and outreach locations, ensuring relevance, quality, and impact.
- Reviewed and approved cash assistance requests, overseeing delivery and reporting processes in line with established procedures.
- **Identified capacity-building needs** and delivered tailored training, workshops, and simulations to strengthen staff technical competencies.
- Contributed to **the development of protection tools** and training materials, ensuring consistency and responsiveness to field needs.
- **Supported donor reporting** by providing accurate protection data, analysis, and field insights to inform project performance and strategic planning.
- Maintained strong **coordination with partners and local authorities**, representing the organization in protection coordination meetings and inter-agency forums

Reporting Associate | Lebanon, Tyre | INTERSOS | May 2014- December 2014

- **Produced high-quality narrative and statistical reports** for donors and internal stakeholders, ensuring accuracy, clarity, and alignment with project indicators and logframes.
- **Consolidated data from field teams and partners**, transforming raw inputs into structured, evidence-based reports that supported decision-making and strategic planning.
- **Developed and maintained reporting tools and templates**, improving data consistency and streamlining reporting workflows across multiple projects and sectors.

- **Monitored reporting deadlines and compliance**, ensuring timely submissions and adherence to donor-specific formats and requirements (e.g., UNHCR, ECHO).
- **Collaborated with MEAL and program teams** to validate data, analyze trends, and ensure that reporting reflected project progress and impact accurately.
- **Drafted content for donor proposals, situation reports, and visibility materials**, contributing to resource mobilization and external communication efforts.

Education

Lebanese International University | Lebanon | October 2013- June 2016

master's in business administration management MBA- Human resources Management

Lebanese International University | Lebanon | October 2009- June 2012

Bachelor business administration management MBA- Management Information System

American University of Beirut | February 2022

Project and programme management for NGOs