

LAMA N. NAJI

Lebanon | +961 70536992 | Najiln@outlook.com | [LinkedIn URL](#)

SUMMARY

I am a meticulous and well-organized administrative specialist & academic professional with 9+ years of experience in several fields, including chancellery/Information management (7 years), administration (9 years), event planning (6 years), training and education, human resources, and finance. I started my career in education, covering academic and administrative positions, before shifting to the humanitarian field and fulfilling various administrative positions.

Being passionate about interactive education, learning and development, and organizational development, I possess an MBA in Human Resources Management, a BS in Accounting, a BA in Chemistry, and, most recently, an Associate Diploma in Professional Teaching Strategies.

I am seeking to leverage my extensive expertise and effectively fulfill the requirements of your institution.

SKILLS & COMPETENCIES

- Strong organizational skills
- Strong time management skills
- Critical thinking
- Ability to work under pressure
- Great Communication skills
- Great knowledge of Microsoft Office
(Word, Excel, PowerPoint, project)
- Problem-solving skills
- Creative Thinking
- Adaptability
- Strong Work Ethic
- Knowledge of SPSS, and Noria Software

PROFESSIONAL EXPERIENCE

Board Member & Youth Committee Moderator | Association of Rawdat EL Fayhaa Alumni (August 2025- present)

Upon my return to the country, I was assigned to be a board member of the alumni board, while moderating the youth committee projects and upcoming initiatives.

Administrative Assistant | International Committee of the Red Cross, Tripoli Sub-delegation (April 2021- December 2023)

Besides the tasks of Welcome Assistant, two files were added to my Job description: Information management (whole file) and Cash. Being able to multitask while paying attention to details and organizing the work was crucial in handling the workload. In 2022, the welcome statistics were as follows: 146 events/ trainings were organized, 220 accommodation requests, 21 transportation requests, and 343 invoices were prepared.

- Handling the **information management (IM) file**: applying IM instructions and ensuring compliance with procedures, preparing correspondence and institutional documents, managing the SD archive, updating the databases, and providing secretarial and administrative support.
- Delivering **training and refresher sessions** for employees, whether juniors or seniors, regarding various Information Management tools & processes, on a regular basis.
- Handling the sub-delegation's **cash disbursements and payments**, according to ICRC financial rules. Also, following up on the required documentation and payments' clarifications with the finance headquarters.

- Handling **HR (mainly employee relations file, and general support)**, premises (preparing lease agreements & contracts) & housekeeping files, during the absence of the Finance & Administration manager.

Welcome Assistant| International Committee of the Red Cross, Tripoli Sub-delegation (April 2018- March 2021)

*In addition to my **receptionist tasks**, WELCOME tasks (highlighted below) were added to my job description. One of the major achievements was organizing the national and international HANNA Lahoud wheelchair basketball tournaments. Another milestone was handling the file during COVID-19 and compiling with organizational and governmental regulations.*

- **Organizing** events & trainings, **assessing** the services provided & workflow, and amending components accordingly.
- Delivering **training sessions** regarding Outlook and MS Teams.

Receptionist| International Committee of the Red Cross, Tripoli Sub-delegation (January 2017 – April 2018)

Fulfilling the position required: handling secretarial tasks, directly interacting with beneficiaries, coordinating with operational departments (mainly protection) & supporting certain files (such as debriefing Syrian newcomers & completing the "Ask for News" docs for Syria Missing file).

- **Delivering training** regarding new tools to be used in the organization, especially Lotus Notes & Outlook.
- Preparing & translating correspondences.
- Preparing **statistics** in coordination with different departments to highlight key information needed in their reports.

Administrator & Chemistry Teacher| Al Fayhaa Association (October 2015 - January 2017)

*In addition to **teaching chemistry to secondary & university students**, the following tasks were added to my Job description:*

- **Academic tasks:**
 - Monitoring & assessing students' performance and knowledge retention.
 - Receiving students' parents and answering all inquiries, including the follow-up of their kids' educational performance.
- **Administrative tasks:**
 - HR: Recruiting teachers, assessing their performance, and preparing monthly payrolls.
 - Finance: Monitoring cash (incomes and payments).
 - Others: Organizing workshops and training, ordering office stationery, assisting with administrative & financial meetings, and drafting the financial strategies for 2 branches (Fayhaa Youth Center).

Science Coordinator & Teacher| Al Fayhaa Association (September 2015- October 2015)

- Acting as science coordinator for 1st, 2nd & 3rd cycles.
- Teaching chemistry for secondary & university students (in French & English)
- Teaching science to students in grades 9 and below.

Project Manager – BKIDz Club| Al Fayhaa Association (June 2015- September 2015)

- Planning and organizing the weekly schedule of activities
- Collecting feedback from the students' parents regarding the activities.
- Responsible for the LAB activities (BKIDz Club) for kids under 13 years old.

Science Teacher | Al Fayhaa Association (September 2014- June 2015)

- Teaching science (Biology, Chemistry, Physics) to orphans (Syrian & Lebanese from rural areas), from grade 2 to grade 7.

EDUCATION & Certifications

2024	Associate Diploma in Professional Education Strategies, LAU- Academy of Continuing Education <i>(The course covered the following: Curriculum design and development, teaching theories and practices, and the types of assessment. Throughout the modules, it emphasized the pertinence of designing an inclusive educational program that promotes social and emotional development, interaction, and creative thinking.</i>
2017- 2020	Master's in Business Administration- majoring in Human Resources Management, LIU Tripoli Campus (GPA 3.25)
2012- 2016	BS in Accounting Information System, LIU Tripoli Campus (GPA 3.3)
2010- 2013	BA in Chemistry, Lebanese University Faculty of Science (3rd branch, Tripoli)

Trainings & Courses

• 04 Jun 2024	Advanced Payroll Accounting- Budget Law 2024 <i>(provided by Centre MINE, LU)</i>
• 28 May 2024	Excel Mastery: Automate, Analyze, Visualize <i>(provided by Centre MINE, LU)</i>
• 01 Mar 2024	Emotional Intelligence <i>(provided by Centre MINE, LU)</i>
• 07 Feb 2024	Basics of ToT for training success <i>(provided by Centre MINE, LU)</i>
• 14 Dec 2022	Developing Face-to-Face communication <i>(provided by Formatech)</i>
• 16 Nov 2022	ICRC Integrity Training
• 26 Aug 2022	Management Development Program <i>(provided by Formatech)</i>
• 30 Nov 2020	ICRC Cyber Security Training

LANGUAGES

Arabic (native), English (fluent), French (intermediate)

REFERENCES

Available upon request