

Saba El Hanbali

Amman-Jordan

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EXPERIENCE

July 2020 – Present

**Policies and Accreditation Team Lead – Edvise ME
Amman, Jordan**

Key Duties and Responsibilities

- Lead the implementation of the project's technical scope which includes the development of a clear annual work plan with a set timeline, milestones, and responsibilities
- Lead on the drafting and preparation of deliverables.
- Prepare, review and finalize of deliverables and due reports according to an agreed upon process.
- Organize and attend meetings and workshops- as necessary- with any and all concerned partners including but not limited to: the Prime Contractor, the Ministry of Education, the Ministry of Higher Education and Scientific Research and the partner Universities
- Prepare any necessary documentation (including reports, notes, presentations, etc) for meetings and or workshops as necessary
- Participate and engage in research (including but not limited to literature review and information gathering, preparing summaries and other tasks as needed).
- Conduct visits, as needed, to offices at the partner ministries (both at the central level and the Field Directorates level) as well as the partner universities.
- Work closely with any commissioned Short Term Technical Assistance (consultants) under the project, fully coordinate and collaborate to assist in facilitating their work and oversee their performance-

November 2019 – August 2020

**Chief Operation Officer - Civic
Amman, Jordan**

Key Duties and Responsibilities

- Align all resources to achieve the highest value of the organization.
- Plan, prioritize and develop the strategy that complies with the organization's vision.
- Drive overall operations to comply with performance metrics.
- Participate in financial and business planning, review financial reports, and advise the CEO about financial decisions.
- Supervise the daily administration of the organization's offices and the operation of equipment and facilities
- Manage the budgeting process and ensure auditing and accounting policies are followed.
- Oversee the staffing of the organization, hiring, training, employee benefits, and the retention of employees
- Monitor internal processes and identify and employ the most efficient methods of running the organization

March 2019 – November 2019

**Workforce Development Component Leader Jordan River Foundation (JRF)
Amman, Jordan**

Key Duties and Responsibilities

- Formulate workforce development policies and strategies in coordination with Projects Manager, within the context of local and national economic development programs and initiatives and update procedures regularly.
- Lead the design and implementation of the workforce development components of the foundation's project through job placement and job creation activities and ensure achieving projects' targets by performing best practices and risk management.
- Identify training needs of targeted beneficiaries and contribute to the design of training programs, advocacy, and outreach activities to support the success of workforce development component.
- Assess and evaluate workforce development interventions and labor market programs, SMEs and identify training needs in coordination with the Value Chain Analyst to strengthen business skills of target groups and facilitate linkages along the value chains.
- Facilitate the process of increasing awareness of labor market conditions through improved information

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collection/data validation methods by directly engaging with communities and businesses in the target governorates; and contributing to the dialogue on employment issues with employers and relevant stakeholders to enhance workplace conditions.

- Identify priority sectors, sub-sectors, and occupations in each governorate based on stakeholder input; by leading Labor market assessments on governorates level, including development of data collection tools and closely managing implementation with projects manager and field coordinators.
- Facilitate job placement, job creation, job search information mechanisms, career counselling, mentoring, outreach, and business start-up initiatives and actively participate in the management of expectations on Labor market of target beneficiaries throughout the project lifecycle.
- Provide technical and management support to enterprise-level employment generation and provide evidence-based feedback (to employers and beneficiaries) to ensure sustainability and higher retention rates Leverages and develops private and public sector relationships for employment generation activities to formulate a job advisory board (governorate-level) that serves as employment hub for JRF's projects.
- Design and lead activities to improve women, youth and vulnerable population access to vocational education, employment, finance, and business advisory services.
- Build strategic relationship with vocational and specialized training providers to increase the access of the JRF's targeted beneficiaries to professional development opportunities.
- Design workforce development activities targeted at youth to increase their employability skills and support job matching initiatives and participate in existing livelihood dialogue platforms to develop better understanding of employment opportunities and leads.

January 2018 – February 2019

Senior Programs Manager - Jordan Education for Employment (EFE-Jordan)

Amman, Jordan

Key Duties and Responsibilities

- Quality assurance on the implementation of vocational projects for both Jordanians and Syrians funded by UNDP, UN WOMEN, Drosos Foundation, Al Waleed Philanthropies, GIZ, EBRD and USAID.
- Quality assurance on the implementation of micro-entrepreneurship projects for both Jordanians and Syrians funded by UNDP, Drosos Foundation, Caritas Czech Republic, Mercy Corps and Medair.
- Develop projects' work plans and budgets.
- Assist in writing proposals for different tenders and RFAs.
- Establish and maintain good working relationships with the program stakeholders including donors, community leaders and relevant government bodies
- Oversee and provide guidance on mapping programs using the tools developed by JEFFE.
- Provide regular support, guidance and mentoring to the project managers and heads of departments.
- Work closely with the Finance and Admin manager and supporting him in matters related to admin work, legal approvals, and any other duties.

February 2015 – January 2018

Programs Manager- Jordan Education for Employment (EFE-Jordan)

Amman, Jordan

Key Duties and Responsibilities

- Oversee the implementation of vocational projects for both Jordanians and Syrians funded by UNDP, UN WOMEN, Drosos Foundation, Al Waleed Philanthropies, GIZ, EBRD and USAID.
- Oversee the implementation of micro-entrepreneurship projects for both Jordanians and Syrians funded by UNDP, Drosos Foundation, Mercy Corps and Medair.
- Develop projects' work plans and budgets.
- Assist in writing proposals for different tenders and RFAs.
- Establish and maintain good working relationships with the program stakeholders including donors, community

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leaders and relevant government bodies

- Oversee and provide guidance on mapping programs using the tools developed by JEFÉ.
- Oversee monitoring of project activities, including community dialogue sessions and project implementation, and contribute to the project evaluation, including baseline and end of project survey and interviews.
- Support documentation of all program activities, achievements, and challenges in weekly and monthly reports, and keep the files updated
- Provide regular support, guidance and mentoring to the senior officers.

January 2012 – October 2014

**Global Customer Care Technical Trainer-Yahoo Maktoob
Amman, Jordan**

Key Duties and Responsibilities

- Coordinated, facilitated, and delivered training to all Customer Care Agents and New Hires in both Jordan and US.
- Developed training plans and training sessions for different tiers of Customer Care Training in both Jordan and US.
- Administered course evaluations and assessments.
- Developed training and referenced materials to support the training rollouts and implementation. Developed e-learning trainings using Adobe captivate
- Produced training evaluation reports, training support plan and training improvement plans as part of continuous improvements.
- Managed the activities involved in the design, development, preparation, delivery, and needs assessment of training and development programs for Yahoo.
- Conducted training needs analysis based on gap assessment methodologies.
- Recommended program enhancements and modify existing materials to ensure highest standards of service.
- Taught and conducted Train the Trainer courses and/or curriculum to outsourced trainers and Yahoo Partners.
- Used professional training, adult learning and development concepts in the design, development, and delivery of training modules.
- Proactively interfaced with subject matter experts within the company to develop and improve technical content and ensure timeliness and accuracy of delivery.
- Measured training performance using the needed metrics.
- Proactively interacted with global counterparts to ensure training materials are distributed in timely manner for global launches.
- Developed Reference Guides for the trainers to use when needed.
- Contributed to internal training projects to define new workflows from processes that emerge from vendor calibrations.

May 2011 – January 2012

**Education Specialist - CHF International
Combating Exploitive Child Labor through Education (CECLE)
Amman, Jordan**

Key Duties and Responsibilities

- Provided strategic guidance to relevant ministries and national level policy makers on how to improve educational services in country and reduce child labor.
- Designed and provided technical guidance for activities that complement basic educational services for children withdrawn from or prevented from entering exploitative child labor, including psychosocial support, teacher training, and curriculum development.
- Designed and provided technical guidance on awareness raising activities for community stakeholders (including parents, community leaders, and employers) that promote the importance and benefits of education.

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- Provided technical guidance on how program approaches can be modified to increase sustainability and ensure continuation of interventions after the program closes.
- Assessed educational needs of target areas and target schools to design interventions that address major gaps in the educational services.
- Designed and developed a curriculum for non- formal education based on the needs and objectives of the program.
- Worked in collaboration with the Monitoring and Evaluation Officer in monitoring and ensuring effective implementation of the CECLE program.
- Supported the M&E Officer in executing the M&E activities included in The Performance Monitoring Plan and timeline as outlined within the Annual Work Plan.

July 2009 – May 2011
Education Specialist and Team Leader - Academy for Educational Development (AED)
Drive to Read Program (DTR)
Amman, Jordan

Key Duties and Responsibilities

- Managed new applications and conducted interviews with candidates for different positions. Assisted in the process of hiring new staff.
- Prepared draft FOG, MOUs for CBOs and other partners.
- Assisted in preparing draft TOR for formative and final evaluation study.
- Supported outreach coordinator in executing M& E activities included in the PMP and yearly work plan. Conducted field visits to team members and CBOs to provide support, training, performance improvement and guidance related to operations.
- Managed and maintained the implementation of field policies and procedures.
- Searched and visited new CBOs and sites to establish a base for cooperation.
- Monitored team performance and activity.
- Assisted in the process of evaluating team members.
- Conducted and managed team meetings. Delegated tasks and make sure that work runs smoothly. Developed and managed an annual budget and Quarterly Reports.
- Led regional events to increase public awareness and value to the program.
- Led development of a detailed yearly work plan that provided details of specific educational activities and their relationship with the cultural activities for each age group; (6-7), (8-9) and (10-12)
- Designed and provided technical guidance to appropriate learning materials and activities for each learning objective and obtained and developed necessary learning materials.
- Provided technical guidance for the librarian and general library usage.
- Worked with individual students and groups of students during implementation.
- Assisted in preparing and maintaining necessary records and files to provide periodic feedback of the parents' and students' needs and reflections on the activities provided.
- Provided technical guidance on how to create ice breaking and mingling activities for students, families, and community leaders in order to reduce the differences between participant groups (special needs, nationalities, or different levels).
- Assessed the educational needs and come up with recommendations and remedial plans to improve the quality of activities and services provided.
- Supported the Program Director in developing a parent involvement initiative to stimulate in- home support for the children's school and bookmobile learning activities.
- Met with regional partners to enhance their involvement.
- Built the capacity of CBOs by training their representatives on DTR activities and propose the necessary upgrading and enrichment.
- Worked with parents and local leaders to promote understanding of the DTR program and to encourage full

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participation in program activities.

- Insured good relations with stakeholders and assist in fundraising activities.
- Acting Chief of Party when needed.

August 2008- May 2009
Primary Teacher - Winthrop University
South Carolina, USA

Key Duties and Responsibilities

- Designed and implemented stimulating educational programs.
- Taught Arabic to students at University- Primary and Intermediate levels.
- Developed and conducted lectures to the local community on Arabic and Islamic Culture.
- Developed and conducted online seminars on Arabic and Islamic Culture.

November 2007 –March 2008
Coordinator - Community Centers Association (CCA)
Amman, Jordan

Key Duties and Responsibilities

- Created and maintained database for underprivileged Jordanians and Iraqi.
- Facilitated and conducted focus groups.
- Established relationships with stakeholders and maintain a good relationship with them.
- Evaluated programs conducted by CCA to make sure that stakeholders benefit from CCA's facilities and services.
- Trained and monitored the performance of CCA's volunteers and stakeholders.
- Led the development of training materials for focus groups.
- Organized meetings with different partners and beneficiaries.
- Followed up success stories at different local community around Amman area.
- Led the development and training of work plans to be applied at local community associations around Amman area.
- Built relationships in different governorates to ensure smooth and easy delivery of work.

August 2001- July 2007
Teacher – Different Private Schools
Amman, Jordan

Key Duties and Responsibilities

- Taught English for elementary stage.
- Developed educational materials, programs and curricula.
- Led the development of an annual plan related to direct educational services.
- Prepared progress reports and remedial plans as required.
- Prepared and implement diagnostic tests for children.
- Designed and provided technical guidance for activities that complement basic educational services for children.
- Supervised and trained teachers to use modern educational techniques.

CONSULTATIONS

- Development of Training Materials
- Proposal Writing
- Research Assignments

PUBLICATIONS

- **PhD thesis-** A Three-Year Educational Plan to Identify the Career Path For The 10th Grade Female Students At Basic

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Stage at Public Jordanian Schools According to System Theory Framework of Career Development

- **Book-** Identifying Career Path for School Students

EDUCATION

- **PhD** - Educational Administration – University of Jordan – Amman, Jordan – Graduation Year: 2020.
- **Master's Degree** - Educational Administration – University of Jordan – Amman, Jordan – Graduation Year: 2004
- **Bachelor's Degree** - Methods of teaching English as a Second Language – The Hashemite University– Zarqa, Jordan – Graduation Year: 2001

TRAINING COURSES

- International Computer Driving License (ICDL) – Al Quds College, Amman, 2005
- Developed Curricula Workshop - Ministry of Education, Amman, Jordan, 2006
- Play It Fair! Workshop - Equitas MENA Program, Equitas and Amnesty International, Amman, Jordan, 2009
- Measure and Diagnose of the Gifted and Talented Students - Essential Workshop - De Bono Center for Teaching Thinking, Amman, Jordan, 2009
- Inclusive Development: An introductory workshop for USAID Partners on including people with disabilities in Jordanian development projects - Civil Society program, AED, Amman, Jordan, 2009
- Performance Development and Increasing Productivity within the educational Institutions - Global Center for Training & Consultations, Amman, Jordan, 2011
- Sesame Workshop - Hikayat Simsim- Amman, Jordan, 2011.
- Story Telling - We Love Reading, Amman, Jordan, 2011.
- Training of Trainers (TOT) – Business Development Center, Amman, Jordan, 2013.
- Skills for Success - Dale Carnegie, Amman, Jordan, 2014.
- PowerPoint Tips and Tricks for Business Presentations (with David Diskin) – Lynda.com – online training, 2014
- Customer Service Fundamentals (with Jeff Toister) – Lynda.com - online training, 2014. ☑ Teacher Tips (with Aaron Quigley) – Lynda.com - online training, 2014.
- Humanitarian Logistics Diploma Program (HLDP) – German Jordanian University in collaboration with Kuehne Nagel and Talal Abu Ghazaleh School of Business (TAGSB) , Amman, Jordan, 2015.
- Theory of Change workshop – Genome Training and Consultation, Amman, Jordan, 2017
- Training Quality "Internal Verifier" - Arab Trainers Union, Amman, Jordan, 2014.
- Certified International Professional Trainer (CIPT) - United Institute Training Intermediary (UITI), Amman, Jordan, 2015

TECHNICAL SKILLS

- Research Writing
- Proposal Writing
- Teaching & Training Ability: Lesson Planning – Lesson Design - Facilitation of Learning - Instructional Evaluation
- E- Learning using Adobe Captivate, Articulate Storyline and Prezi

SOFT SKILLS

- Interpersonal Skills
- Team management and team working
- Organizational Skills
- Commitment to Learning
- Creative thinking and innovation
- Self-management: managing stress, time and work, self-starting, learning