

**Dima Khayata**  
**Mobile1: 00963934449933**  
**Email: [dkhayyata@hotmail.com](mailto:dkhayyata@hotmail.com)**

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### **Personal Data:**

- Nationality: Syrian
- Date of Birth: January 1<sup>st</sup> - 1981
- Address: Syria- Homs - Adawieh

### **Education:**

- **Doctorate degree** in Human Resources Management, the British Institution for Economic and Political Research in 2020
- **Master degree**, Business Administration, Aleppo University in 2010
- **Bachelor**, Business Administration, Economic Faculty 2001/2002

### **Computer Skills:**

MS. Office - excellent  
Networking Including: E-mail, Outlook

### **Language Skills:**

- Arabic: Native language
- English: Fluent
- French: intermediate

### **Professional Experiences:**

**GBV Coordinator Yemen office P4** from Jan 2022 till end of May 2022

#### **Program Planning**

- Work closely with the GBV technical advisor in ASRO, Program officer, the country senior management team, field-based Program Managers and GBV staff/Coordinators to ensure achievement of GBV program goals.
- Provide strategic direction and undertake analysis of GBV trends, gaps in services, and GBV capacities to better address needs
- Contribute to program design and oversee the preparation of concept notes and proposals
- Contribute to ongoing programmatic assessments
- Prepare financial plans including procurement and spending plans in line with GBV/RRM programs
- Work with Logistics to procure GBV program supplies as per need

#### **Program Implementation and Capacity Development**

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- Provide ongoing technical support and capacity building to GBV staff during programme implementation. Organize and lead technical trainings as needed both for GBV staff and other staff (capital and field-based) working in other response sectors to ensure GBV mainstreaming
- Provide technical support to strengthen and standardize programming across sites, including psychosocial support activities and case management systems, outreach and prevention strategies, youth-oriented response and awareness-raising efforts
- Provide guidance on information-sharing and data management systems, in particular the GBVIMS system
- Compile monthly, quarterly, and other reports, on time and with accurate data
- Spearhead establishment of WGSSs/MTs in several locations as per need assessment, Governmental priorities and fund availability to enhance the presence of comprehensive package of GBV services

#### **Coordination**

- Participate and contribute to the Sub Cluster GBV working group
- Advocate for adherence to SOPs and on behalf of program teams as needed
- Ensure maximum visibility of UNFPA amongst the UN agencies
- Coordinate internally to support mainstreaming of GBV
- Work with other partners to ensure smooth functioning of referral network for GBV response, including timely and confidential access to all available components of GBV response

#### **Human Resources Management and Training**

- Assist in recruitment and support of qualified program staff as needed
- Promote and support strategies for staff to do self-care
- Regular field visits to support field teams
- Conduct staff appraisals Assist in and organize training and capacity building of partners' staff, Governmental authorities, UN agencies, and community

#### **Security**

- Comply with security protocols and policies
- Consider security implications of all program activities, carefully reviewing new initiatives with program teams
- Maintain flexibility to take on added responsibility as and when needed

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**Head of field office (covering Homs, Hama, Tartous, and Latakia)/GBV Coordinator and PSEA focal point – UNFPA Syria from Feb 2019 till Jan 2021**

**A. Management and Technical Leadership**

- Oversees and manages the humanitarian, early recovery and development components of the UNFPA programme operations in respective area.
- Promotes and facilitates the inclusion of RH and GBV issues for the area into Humanitarian Needs Overview, Syria Humanitarian Response Plan and other appeal processes and documents.
- Briefs the UNFPA Representative and management team on the socio-economic and political conditions in the area and their implications for the UNFPA-supported programmes and activities.
- Provides technical and substantive support to implementing partners and state/local officials, as necessary.
- Supports and gives input to proposals for resource mobilization.
- Represents UNFPA in Area SMT, Area HCT and other UN forums.
- Supports to GBV Sub-cluster's operations in Homs.
- Works with local media agencies to help publicize UNFPA's work through press releases, radio, articles, documentaries, etc.
- Supports in the documenting the best practices and approaches.

**B. Partnerships and Coordination:**

- Initiates evidence-based advocacy and policy dialogue with relevant authorities, and pertinent institutions and agencies and advance UNFPA's policy-oriented agenda, including the inclusion of issues relating to reproductive health, youth and gender/ GBV.
- Conducts an inventory of humanitarian/development partners in the area, including national and international NGOs and ensures that required actions are taken for the delivery of UNFPA humanitarian- and/or development-oriented assistance to the affected population.
- Works closely and systematically with key UN and other international stakeholders, to take into account reproductive health, HIV/AIDS, youth and gender/ GBV issues in their plans, programmes and projects.
- Maintains solid working relationship and constantly shares information with UN agencies/partners, such as WHO, UNDP, UNICEF, WFP and OCHA, ).

**C. Office Operations**

- Manages the Homs Field Operations Unit staff and maintains oversight for the financial and administrative implementation of projects, in line with UNFPA policies and procedures.
- Monitors and analyzes on a continuous basis, substantive, administrative and financial aspects of programmes/projects and organizes and participates in regular evaluation exercises.
- Supports in tracking and monitoring UNFPA's reproductive health (RH) commodities, dignity kits etc., by establishing a monitoring mechanism/system that takes into account warehouse capacity, access, utilization rate, coverage and distribution.
- Provides to the CO management team monthly work plans, monthly reports and other reports as needed or requested.

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- D. Carries out any other duties as may be assigned by Representative, Deputy Representative and International Programme Coordinator

**Program Analyst- UNFPA Syria from Jan 2018 till Jan 2019**

1. Maintains collaborative relationships with partners and stakeholders to address emerging issues 2. Effectively influence counterparts from diverse backgrounds to contribute to achieving UNFPA's mandate
3. Direct contacts include the UNFPA Homs team and UN hub office team, as well as the UNFPA's programme and operations teams in Damascus and the field
4. External contacts include other UN agencies in country and partners in Country programme activities, including Government, national and international NGOs, experts etc.
5. Liaise with OCHA and other UN Agencies to participate in relevant working groups established within the hub and will build networking with other UN Agencies with a view to building synergies and partnerships, with similar positions in other agencies such as UNICEF, UNHCR and WHO
6. In the absence of the head of the Sub-office, s/he represents UNFPA in meetings, workshops and other relevant fora with government officials, local authorities, UN agencies, non-state actors, media, NGOs, CBOs and beneficiary communities
7. Identify knowledge gaps and organize learning sessions on corporate procedures/guidelines.
8. Support capacity development of government and NGO partners on situation analysis, policy, plan/programme/project formulation, project management, monitoring and evaluation
9. Ensuring timely and quality inputs for donor reporting
10. In close cooperation with communication unit, the M&E staff, s/he will be responsible for the compilation and timely provision of programme/project requested data and information
11. Coordinate the establishment and follow up of an accountable reporting system to track IP implementation in terms of time and quality
12. Monitor financial implementation of the programme/project, provide inputs on the resource distribution and expenditure across components and bring areas of concern to the attention of the HoO
13. Assist in the coordination of all audit exercises with partners covered by the Homs sub-office to ensure compliance with audit policies, quality standards and timeframes
14. Support the effective implementation of the Internal Control Framework in collaboration with the CO POS and Operations Units
15. Provide support to UNFPA Homs Head of Office in business process mapping and the establishment of internal Standard Operating Procedures in Results Management and control of the workflows
15. Work closely with Communications team to convey advocacy messages, audiovisual materials, human-interest stories and key messages to feed into reports on the situation of women, girls and youth affected by the Syria crisis
16. Participate in the development and implementation of plans of action, contingency plans, microplans or recovery plans for emergency situations, supporting appropriate implementation at field level, in line with approved budget and activities towards the achievement of approved targets and indicators.
17. Participate in inter-agency and agency-specific convoys and the delivery humanitarian programming

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18. Organize and participate in the regular monitoring of UNFPA supported interventions in the areas covered by the Homs sub-office through project review, field visits, inspection of supplies, and review of reports, accounts and outputs
19. Contribute to the provision of inputs for situation analysis, Humanitarian Response Plan formulation, plans of action, project proposals and agreements, development of work plans, annual and mid-term reviews, annual reports, and other required documentation
20. Act as OIC in the absence of the Head of Office.

#### **Program Assistant – UNICEF. Syria from Oct 2015 till Jan 2018**

1. Researches, analyzes, verifies, synthesizes and compiles qualitative and quantitative data and information from a variety of sources on subject matters relevant to the work of the section to facilitate preparation of reports, working papers, and presentations .
2. Drafts project documents, work plans, budgets, proposals on implementation arrangements. Prepare minutes of meetings for the section and any requested meeting with partner .
3. Monitors and tracks the efficient distribution of supplies that are required for effective program delivery
4. Collects information mainly from records and reports and prepares periodic and ad hoc reports on program and project activities
5. Organizes data and information, prepares and maintains records, documents and control plans for the monitoring of project/program implementation .
6. Contributes to the preparation of reports, project documents and submissions to governments by providing information, preparing tables and drafting relatively routine sections. Prepares background information for use in discussions with governments and other organizations. Participates in the briefing and debriefing of project personnel .
7. Scrutinizes plans of operations, exchanges of letters and takes appropriate follow-up action. Assists in the administrative process of government requests for assistance. - Assists the field office in preparation of meetings, maintains contact with partner institution and individuals towards program implementation. May be required to carry out specific administrative operational/control tasks for project/program activities .
8. Maintain contact list and prepares correspondences for partners, ensure the organization and filing of program documents and follow-up with sections as well as partner 9- HACT focal point and Spot Checker **10- C4D Focal point:**
  1. Develop and enhance strong partnerships with community groups, leaders and other partners in the community and civil society for promotion of participation in social and behavioral changes.
  2. Provide effective coordination and technical support to the officers during submitting the proposals with partners to make sure that appropriate C4D activities included
  3. Collecting data from all available resources (reports, statistics, partner's data, DoSA, HNO and cross-lines) especially for HTR areas to develop and implement the appropriate C4D strategies
  4. Provide technical support and assistance in the development, management and facilitation of the implementation of C4D strategy

#### **Admin assistant – WFP. Syria from Oct 2014 to Oct 2015:**

1. Extract & input data from various sources (HR, procurement, finance and other WFP corporate system)

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2. Maintain a selected number of administrative control records and initiate actions related to attendance, travel, procurement, insurance, overtime, etc.
3. Assist in preparation of budget performance submission
4. Make travel arrangements in line with administrative rules
5. Set up. Classify and maintain files
6. Initiate and modify automated transactions
7. Search for, retrieve, compile, assemble, and archive a variety of statistical data from information, reports and record and provide the requested analysis when needed
8. Prepare all periodic reports related to the various actions
9. Review supporting documents, verify claims for action and conformance with administrative rules and regulations with other offices as appropriate
10. Draft correspondence related to the area of responsibility
11. Review and follow up all the records related to financial issues
12. Coordinate and arrange meetings such as workshops and seminars
13. Coordinate with service units and liaise frequently with staff both at the duty station and outside the duty station of assignment
14. Provide information related to the administrative functions and exchange variety of statistical information
15. Make computations and calculations and prepare various reports including tables, charts statistics and provide analysis if required

**HR Consultant- Maayer for consultancy and Auditing in Dubai from Mar 2013 till Jun 2013**

1. Provide the required assessment in the area of the HR system within the organization to collect and analyzing the data
2. Provide the guidance, interpretation and technical support to the management in the area of HR management.
3. Provide accurate and sound technical analysis to the management and HR planning process in relation to the budget planning, staffing, organization design, and change management.
4. Establish and maintain equity, transparency and consistency in the interpretation, determination, implementation, and administration of HR policies, procedures and guidelines on all HR related matters applicable to the staff
5. Implement and administer the equitable, transparent and efficient job classification system in compliance with the established job classification policy, guidelines, and procedures.
6. Implement and administer the effective and timely recruitment processes in the hiring, developing and retaining the best talents available to support the strategic human resources needs
7. Ensure organizational human resources targets are met while ensuring the recruitment and retention of the staff
8. Determine training and learning needs in order to identify organizational competency gaps
9. Monitor staff/management issues and support/advise management and staff as appropriate to improve the relations and resolve issues. Provide the required administrative support.

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#### **HR specialist - ASIA pharmaceutical Feb 2010 till Dec 2012**

1. Prepare and maintain the policies and procedures for the company
2. Preparing -reviewing-editing the job descriptions for all positions in the company.
3. Recruiting staff for the senior positions, meeting HR team on weekly basis for discussing all HR issues.
4. Preparing all reports related to rewards and compensations, controlling all kind of vacations in accordance with Syrian labor law.
5. Participating in preparing the company budget, meeting depts. Managers for discussing all expected or existed staffing problem.
6. Provide accurate and sound technical analysis to the management and HR planning process in relation to the budget planning, staffing, organization design, and change management.
7. Conducting Monthly meeting the employees to make sure that all of us are working according to the same vision and mission.
8. Participate in implementing the evaluation system and analysis
9. Implement timely and effective staff learning and development programs and briefing on career management/development to all staff in order to strengthen their capacity building and advance career development planning.

#### **Call Center Manager – Syriatel Telecom June 2008 till Dec 2009**

1. Determine call center operational strategies by conducting needs assessments, performance reviews, capacity planning, defining user requirements, establishing technical specifications, and production, productivity, quality, and customer-service standards; contributing information and analysis to organizational strategic plans and reviews.
2. Maintain and improves call center operations by monitoring system performance; identifying and resolving problems; preparing and completing action plans; completing system audits and analyses; managing system and process improvement and quality assurance programs; installing upgrades.
3. Accomplish call center human resource objectives by recruiting, selecting, orienting, training, assigning, coaching, counseling, and disciplining employees; administering scheduling systems; communicating job expectations; planning, monitoring, appraising, and reviewing job contributions; planning and reviewing compensation actions; enforcing policies and procedures.
4. Meet call center financial objectives by estimating requirements; preparing an annual budget; scheduling expenditures; analyzing variances; initiating corrective actions.
5. Prepares call center performance reports by collecting, analyzing, and summarizing data and trends.
6. Accomplish organization goals by accepting ownership for accomplishing new and different requests; exploring opportunities to add value to job accomplishments.

#### **HR Responsibilities:**

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During my working in Syriatel I joined the HR Committee for the last **three years** from 2006 to 2009 to support in the following:

1. Recruitment for Aleppo Call Center staff
2. Reviewing the organizational charts
3. Review All HR policies and procedures quarterly
4. Analyzing the job descriptions for the current and planned vacancies
5. Update the code of conduct
6. Participate in the reward and motivation system analysis and implementation
7. Participate in the evaluation process for all subordinates and analyzing the results for improvement by using the analysis tools (SWOT)
8. Prepare the training plan using the available resources for the staff under my responsibility
9. Provide accurate and sound technical analysis to the management and HR planning process in relation to the budget planning, staffing, organization design, and change management.

**Training skills:**

1. I was a trainer in Syriatel Academy for 6 years
2. I was responsible for the on job training for new joints for 6 years
3. I went to **YEMEN – Sana’a** (“Y” Telecommunication Company) for training and coaching the new staff in the establishing stage of the Customer Service Dept. during Jan 2008.

**HR Junior Consultant for Analysis and Strategy Assessment – SEBC (Syrian European Business Center) from Jul 2007 till Oct 2010**

1. Provide the required assessment in the area of the HR system within the targeted organization to collect and analyzing the data
2. Provide the guidance, interpretation and technical support to the management in the area of HR management.
3. Provide accurate and sound technical analysis to the management and HR planning process in relation to the budget planning, staffing, organization design, and change management.
4. Establish and maintain equity, transparency and consistency in the interpretation, determination, implementation, and administration of HR policy, procedures and guidelines on all HR related matters applicable to the staff
5. Implement and administer the equitable, transparent and efficient job classification system in compliance with the established job classification policy, guidelines, and procedures.
6. Implement and administer the effective and timely recruitment processes in the hiring, developing and retaining the best talents available to support the strategic human resources needs



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7. Ensure organizational human resources targets are met while ensuring the recruitment and retention of the staff
8. Determine training and learning needs in order to identify organizational competency gaps
9. Monitor the evaluation system and support in enhancing the required system for transparent and accurate results

**Call Center Supervisor – Syriatel Telecom May 2005 till Jun 2008**

1. Leading a call center team of 22 members, evaluating the representative calls.
2. Following up the unsolved customer's problems and which need escalation.
3. Answering the calls of VIP customers, being sure that all calls are answered with high level of courtesy, empathy and quality.
4. Preparing the daily, weekly and monthly records regarding the team results.
5. Participating in achieving the department target and service level.
6. Participating in the recruiting process, following up team issues regarding the sick leaves and annual vacations.
7. Preparing monthly meeting with the team to discuss the results and weaknesses, and coordinating with the concerned parties in order to solve customers' issues.

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**Call Center representative - Syriatel Telecom Oct 2004 till May 2005**

1. Answer phones and respond to customer requests.
2. Provide customers with product and service information.
3. Upsell products and services.
4. Transfer customer calls to appropriate staff.
5. Identify, research, and resolve customer issues using the computer system.
6. Follow-up on customer inquiries not immediately resolved.
7. Complete call logs and reports.
8. Research billing issues.
9. Research misapplied payments.
10. Recognize, document and alert the supervisor of trends in customer calls.
11. Recommend process improvements.
12. Other duties as assigned.

**Point of Service (POS) representative Feb 2004 till Oct 2004**

Welcoming customers, receiving the cash for paying their bills or add the required services with high level of quality, controlling the cash receipt on daily basis, following up the unsolved issues.

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**Executive secretary – ICARDA Oct 2002 till Feb 2004**

Answering telephone and transfer to appropriate staff member, meeting and greeting clients and visitors, creating and modifying documents using Microsoft Office, perform general clerical duties but not limited to: photocopying, faxing, mailing and filing, coordinate business communication in the department and inter-departments, maintaining and distributing staff/department schedule as required, maintaining confidentiality and sensitivity of information in accordance with the Policies and Procedures i.e., documents concerning team increments, bonus, promotion/demotion and other business transactions  
Following up all local purchasing orders and payment orders with the concerned entities

**Telesales agent – Rainbow Jan 2001 till Mar 2002**

Meeting customers to market the company products by convincing them with its benefits and features, and help them to find the suitable models, and fix the problems they face in the product.

**Courses & Certificates:**

No	Course Title	Period	Institution
1	Advanced security in the field	Nov-14	UN-E learning
2	Basic security in the field	Nov-14	UN-E learning
3	Business Etiquette and professionalism in communication Etiquette	1-Jun-06	E-learning
4	Coaching from the heart	20-21 Aug 2008	Starmanship & associate
5	Communication skills for leadership	1-Sep-05	E-learning
6	Corporate multifunctional cash & voucher	23-27 Aug 2015	UN-WFP
7	Creativity and mind mapping	9-10 Jun 2006	Syriatel Academy
8	Cultivating a high-performance project and building a high-performance team	Aug-06	E-learning
9	Customer service from the heart	27-28 Oct 2008	Starmanship & associate
10	Emotional Intelligence	26-28 Aug 2006	Syriatel Academy
11	Eppp (Emergency program, police, procedure)	6-10 Dec 2015	UNICEF- Beirut

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12	Ethics and Integrity in UNICEF	11-Jun-16	E-learning/Agora
13	Excel and Excel advanced 2003	16 oct-7 Nov 2006	Accad
14	HACT (Harmonized Approach of Cash Transfer)	6-Dec-15	E-learning/Agora
15	HR analysis & strategy assessment project	27 Jul-25 Sep 2007	SEBC (Syrian European Business Center)
16	ICDL (International Computer Driving License)	4-Jun-15	CPC
17	Internal customer service, agent skills, cross-selling in customer service call	Jun-07	E-learning
18	NLP in selling	5-8 Jun 2006	Syriatel Academy
19	Resources Management	31 Mar-1 Apr 2015	UN-WFP
20	Service Management	5-8 Jun 2006	Syriatel Academy
21	SSAFE training	Mar-15	UN-DSS
22	Successful sales and services strategies	16-18 Aug 2008	Starmanship & associate
23	Supervisory & team leadership development program	21-23 Aug 2007	Mercuri International
24	Supervisory skills	3-5 Mar 2012	SEBC (Syrian European Business Center)
25	Supervisory skills (the role of the new supervisor, leadership, managing change and making meetings productive)	15-16 Sep 2005	Syriatel Academy
26	Talent Management	Apr-16	E-learning/Agora
27	Team Building	29-30 Sep 2005	Mercuri International
28	The prevention of harassment, sexual harassment & abuse of authority in the workplace	18-Nov-14	UN-E learning
29	Results Based Management	20/11/2016	UN-E learning
30	Community mobilization	3-Dec to 10-Dec 2016	Beirut
31	Behavioral Communications for Epidemics in Emergency	29-Mar to 7-Apr 2017	Ghana – NY University

**Management Skills:**

- Team building
- Innovation management

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- Time management
- Communication skills - Interpersonal skills - Leadership skills.

**Referees:**

- 1- Geoffrey Ijumba – UNICEF Chief of Field Office- Mobile: +2349061542453/email: [gijumba@unicef.org](mailto:gijumba@unicef.org)
- 2- Omar Ballan – UNFPA Assistant Representative – Mobile: +963 991011400 /email: [ballan@unfpa.org](mailto:ballan@unfpa.org)
- 3- Fatai Abdegio – UNWFPA CDC – Yemen- [fatai.adegboye@wfp.org](mailto:fatai.adegboye@wfp.org)
- 4- Mahgoub Hassan Mustafa – UNHCR – Protection Officer Homs Field Office- Mobile: +963993105194/email: [hassanma@unhcr.org](mailto:hassanma@unhcr.org)
- 5- Garik Hayrapetyan, Dep Rep—Yemen- Mobile: +37491400834/email: [hayrapetyan@unfpa.org](mailto:hayrapetyan@unfpa.org)

**Additional Information:**

1. Trainer in Syriatel Academy for 6 years (soft skills).
2. Lecturer in Aleppo University (Education Faculty/statistics)
3. Trainer in private institutions (BA & HR Management)