

HAJAR LAMHAMEDI

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SUMMARY OF QUALIFICATIONS/ACHIEVEMENTS

- Awarded the 2015 Excellence Prize by Université Moulay Ismail for being the valedictorian among all master's degree programs
- Versatile bilingual Program/Policy Coordinator with over 14 years managing social and human development programs. Committed to empowering communities and driving sustainable change
- Navigate complex challenges including meeting tight deadlines using limited resources
- PhD in Applied Economics
- Master's degree in Territorial Governance
- Bachelor's degree in Marketing
- Effective communicator with experience presenting at public events and in promotional videos
- Flexible team leader with ability to multitask and adapt to changing circumstances
- Proactive and self-motivated with a solution-oriented mindset and a proven ability to take initiative
- Understanding of and ability to easily navigate different cultures and diverse backgrounds

WORK EXPERIENCE

Program/Policy Coordinator - Social Protection Service Head

08/2021 to 05/2023

Provincial Government, Tanger, Morocco

PROGRAM COORDINATION

- Pioneered a Social Protection service division which launched several successful social programs
- Managed 4 complex government projects which ranked first in the country for project completion
- Coordinated a CAD 2.8 million employment program which created 1496 temporary jobs for NEET youth
- Implemented 2 social programs enrolling 10% of population in 2 months, surpassing targets by 25%
- Oversaw the transition to a new free health insurance system, covering 300,000 low-income individuals

LEADERSHIP

- Resolved program implementation issues, mitigating risks, and ensuring seamless operation
- Collaborated with local NGOs to increase population engagement resulting in improved participation
- Empowered IT team to manage significant workload and meet tight deadlines by recruiting 15 IT interns
- Expanded the team from 5 to 30 members through proactive advocacy for recruitment and onboarding

PROJECT MANAGEMENT

- Assessed key stakeholders' needs and translated them into project goals and roadmap
- Designed/reviewed project documentation, including plans, schedules, reports, and presentations
- Conducted daily stand-ups and weekly meetings with project teams to identify and resolve challenges
- Presented regular project status to senior staff, 4 project teams, and 50+ stakeholders
- Supervised 4 cross-functional teams during refurbishment and upgrades for 38 enrollment centers

POLICY ANALYSIS

- Advised senior management on program context and regulation, contributing to informed decision-making
- Assessed program impact and recommended improvements through efficient program evaluations
- Identified potential program risks and shortcomings through a comprehensive and thorough analysis
- Wrote and presented a program evaluation report, escalating identified risks and recommendations
- Demonstrated a commitment to discretion and confidentiality in handling sensitive information

COMMUNICATIONS COORDINATION

- Executed impactful promotional activities leading to increased engagement and positive feedback
- Cultivated and managed strong relationships as the primary point of contact for stakeholders
- Facilitated information sessions fostering shared understanding among program partners
- Researched, compiled, and presented data, informing senior management's decision-making
- Provided robust support to program partners and beneficiaries throughout all program stages

ADMINISTRATION

- Streamlined administrative processes, optimizing workflow, and reducing burdens for project teams
- Orchestrated meetings, conferences, and events, ensuring seamless logistics and flawless outcomes
- Optimized time utilization by skillfully handling intricate calendars, appointments, and meetings
- Ensured documentation organization and accessible records, facilitating easy reference and follow-up
- Managed office, client service, and database functions, consistently delivering exceptional service

- TRAINING & DEVELOPMENT/HR MANAGEMENT
- Trained 11 new recruits on administrative management and public administration
- Revitalized organization's training methods by designing program-specific training materials
- Conducted train-the-trainer sessions, equipping trainers to disseminate IT and procedural knowledge
- Planned and organized training sessions for 76 enrollment agents, 38 supervisors, and 10 NGOs

Assistant regional coordinator

06/2020 to 07/2021

Regional Government, Tanger, Morocco

- Supported the establishment of a regional division coordinating human development programs
- Coordinated programs across 8 provinces, enhancing effectiveness and fostering collaboration
- Certified as a human development Trainer, delivered impactful peer-to-peer training sessions
- Developed 5 strategic partnerships for economic empowerment of vulnerable youth, including NEETs
- Delivered a comprehensive progress presentation on human development initiatives since their launch
- Delivered compelling program progress reports through data collection, analysis, and synthesis
- Coached 5 new recruits, boosting engagement and productivity through effective onboarding
- Standardized tasks and processes by designing 40 administrative and reporting templates

Program evaluation officer

09/2019 to 05/2020

Provincial Division of Human Development, Tanger, Morocco

- Tracked project milestones and outcomes through regular monitoring and evaluation
- Strengthened program assessment through regular evaluation and information system updates

PhD researcher (2-year sabbatical to pursue my PhD in Belgium)

09/2017 to 08/2019

Environmental Economics Research Group at Hasselt University, Hasselt, Belgium

- Produced impactful research on peri-urban forests' ecosystem services valuation in Morocco and published the findings in a reputable academic journal (<https://doi.org/10.1016/j.ufug.2021.127339>)
- Presented the research at conferences, showcasing excellent written and verbal communication skills
- Fostered collaborative research environment through interdisciplinary collaboration with faculty
- Implemented robust research methodologies, drawing conclusions from complex data sets
- Secured funding for research projects through successful grant writing and garnering support
- Contributed as content writer and featured speaker in promotional video for the University of Hasselt, (video: <https://www.youtube.com/watch?v=FRlfcLjo6p4>)

Grants administrator

11/2016 to 08/2017

Provincial Division of Local Municipalities, Tanger, Morocco

- Evaluated funding applications, achieving effective fund allocation for impactful local projects
- Monitored subsidized NGOs, ensuring transparency and accountability with detailed quarterly report
- Showcased successful outcomes of subsidized NGOs through comprehensive annual report

Communications coordinator

03/2015 to 10/2016

Provincial Division of Human Development, Meknes, Morocco

- Developed and implemented successful communication plan, fostering stakeholder engagement
- Created content and organized events to showcase program impact attracting wider attention
- Demonstrated program accomplishments and outcomes in comprehensive annual achievement report

Assistant procurement manager

01/2012 to 02/2015

Provincial Division of Budget and Public Procurement, Meknes, Morocco.

- Streamlined tender committee activities, improving coordination and decision-making
- Ensured strict compliance and effective monitoring of public contract execution
- Provided accurate reports on bidding commissions, facilitating informed decision-making

Assistant policy analyst

10/2008 to 12/2011

General Directorate of Local Governments, Ministry of the Interior, Rabat, Morocco

- Supported local governments in formulating impactful community development strategies
- Drafted reports, presentations, documentation synthesis and data analysis, to inform decision-making
- Contributed to the design of an internal online platform for tax transfers to local governments

VOLUNTEER EXPERIENCE

Youth Trainer

04/2022 to 03/2023

Forum Méditerranéen de La Jeunesse FOMEJE. Assilah, Morocco.

- Trained 25 trainers and 60 young people on the themes of project management & grant writing

Lecturer

10/2022

My Ismail University. Meknes, Morocco.

- Instructed 20 university master's students on environmental economics and sustainability

EDUCATION

Doctorate in Applied Economics (WES Accredited)

06/2022

Hasselt University. Hasselt, Belgium

"Non-market valuation of ecosystem services: recreation and water resources in Ifrane National Park"

Master's degree in Economics and Territorial Governance (WES Accredited)

10/2015

My Ismail University. Meknes, Morocco

Bachelor's degree in Business Administration, Major: Marketing (WES Accredited)

06/2008

National School of Commerce and Management. Settat, Morocco

COMPUTER SKILLS

- Proficient in MS Office Suite, teleconferencing software (Zoom, Microsoft Teams), and data analysis tools, including IBM SPSS, STATA, and Le Sphinx software
- Familiar with Google Workspace and social media platforms (Facebook, Instagram, Twitter)
- Basic knowledge of MS Project for project management tasks

LANGUAGE SKILLS

- French (native)
- English (Advanced - recommended placement CLB 9)
- Arabic (native)

TRAINING

- **Google Project Management: Professional Certificate** - online ongoing
- **Training of trainers in human development programs** - LMS ORH - Rabat, Morocco 2021
- **Academic English** - Hasselt University Doctoral Schools - Hasselt, Belgium 2018
- **Stakeholders' Management** - Hasselt University Doctoral Schools - Hasselt, Belgium 2018
- **Self-Leadership** - Hasselt University Doctoral Schools - Hasselt, Belgium 2018
- **Introduction to R** - Hasselt University Doctoral Schools - Hasselt, Belgium 2018
- **Project and time management** - Hasselt University - Hasselt, Belgium 2017
- **Method in Data collection** - Hasselt University - Hasselt, Belgium 2017
- **Method in Research Design** - Hasselt University - Hasselt, Belgium 2017
- **PhD Summer School** on methods and strategies to monitor and manage human impact on urbanized protected areas (UPAs) - Centre for Environmental Sciences - Hasselt, Belgium 2017