

## Zhiyan Abdulrahman Abdullah

Duhok, Kurdistan Region, Iraq

zhiyan.shali@gmail.com | +964 750 885 9947

DOB: 24 July 1998 | Gender: Female

### Education

University of Duhok

Bachelor's in Human Rights and Peace Studies | 2018 – 2022

### Professional Experience

- **Mercy Corps INGO – Erbil**

Community Accountability and Reporting Mechanism (CARM) Assistant | Feb 2023 – Apr 2025

- Collaborated with program teams and MEL department to align CARM activities with monitoring frameworks, contributing to data-driven reporting and system integration.
- Received and processed community feedback and complaints via CARM channels; ensured prompt acknowledgment and accurate data entry.
- Supported the Deputy Accountability Manager in compiling monthly reports, coordinating across departments, and ensuring proper implementation of CARM procedures.
- Delivered training sessions and developed IEC materials to enhance staff capacity on accountability practices and effective community engagement.
- Maintained confidentiality and organizational compliance through meticulous record keeping, participation in CARM workshops, and oversight of administrative tasks including procurement and filing.

- **The Lotus Flower NGO – Duhok**

Training & Activity Facilitator | May 2022 – Jan 2023

- Co-Designed and executed comprehensive activity schedules and curricula, aligning program delivery with organizational goals.
- Led coordination with donors via Google Share and managed logistics for trainings and events, ensuring seamless implementation.
- Produced and translated case studies on IDPs, refugees, and host communities to support program visibility and impact reporting.
- Monitored training evaluations and mentored women and girls in Zakho and Bashiqa, fostering community engagement and empowerment.

- **TBM (Transforming, Business, Management) Agency – Remote**

Training Coordinator & Communication Assistant | Jan 2022 – Apr 2023 (Part-Time)

- Managed digital branding and email marketing.
- Designed social media content and oversaw website updates.
- Researched and applied for training and project tenders.

- **Youth Speak NGO – Duhok**

Advocacy & Gender Equality Facilitator | Jul 2021 – Sep 2021

- Conducted 8 sessions training youth in gender advocacy.
- Helped contextualize curriculum for Iraq/Kurdistan context.

- **Caritas Czech Republic INGO – Erbil**

Shelter Assistant & Feedback Hotline Operator | May 2021 – Jul 2021

- Verified project documentation for IR16 Shelter Project.
- Managed hotline for complaints and feedback.

## Volunteering

### **Alternative to Violence Project (AVP) Network - Duhok**

Facilitator (Kurdish, Arabic, English) | 2019 – Present

- Delivered over 40 hours of training to 100+ participants.
- Taught creative conflict resolution, emotional regulation, and systemic nonviolence.

### **Free Burma Rangers INGO – Duhok**

Helper & Translator | Jan 2021 – May 2021

- Interpreted Kurdish–English and supported food distribution in refugee camps.

## Skills

**Languages:** Kurdish (Native), English (Fluent), Arabic (Fluent), Turkish (Intermediate)

**Soft Skills:** Strong reporting, communication, facilitation, problem-solving, Active listening, Accountability and responsibility, Task prioritization, Positive attitude, Empathy.

**Tech Skills:** Microsoft Office Suite, Google Workspace, Kobo, Power BI, Data Analysis and Visualization, OKTA, Adobe InDesign, Canva.

## Certifications & Training Highlights

- Project Management Professional (5 days, 2021)
- Security Awareness in Complex Environments – Highfield International (4 days, 2024)

- Community Initiative Planning – UoD (2020)
- Multiple AVP Certifications (Basic, Advanced, Facilitator)
- UNHCR Online Courses: Safeguarding, Sexual Exploitation & Abuse, Security

## References

Available upon request.