

# Marah Nayef Hattab

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## ❖ Professional Summary

Results-driven professional with extensive experience across Monitoring, Evaluation, Data Management, and Business & Administrative Management, bringing a strong combination of analytical, operational, and leadership expertise. Proven track record in designing and implementing MEL frameworks, leading impact assessments, and driving data-informed decision-making, alongside managing corporate operations, administration, human resources, governance, and executive coordination. Highly skilled in stakeholder engagement, investor and partner coordination, contract review, and organizational support at senior management and board levels. Adept at leveraging technology for reporting and data visualization, ensuring compliance with quality and regulatory standards, and supporting strategic planning, learning, and operational efficiency in complex, multi-stakeholder environments.

## ❖ Professional Experience

### Business & Administrative Manager

#### National Arab Mining Company & Downstream Industries (NAMC)

July 2025 – Present

- Lead and oversee company-wide administrative and business operations, ensuring effective coordination between management, finance, legal, and external stakeholders.
- Manage human resources and administrative functions, including personnel files, contracts, leave records, internal policies, and coordination with external service providers.
- Review, verify, and follow up on monthly cheques, invoices, payments, and financial documents prior to executive and board-level approvals, ensuring compliance with internal controls and company policies.
- Support budget monitoring and administrative cost control, ensuring expenditures align with approved plans and management directives.
- Serve as a key liaison with investors, shareholders, strategic partners, and supporting companies, ensuring professional communication, follow-ups, and documentation.
- Coordinate with legal advisors, auditors, consultants, and service providers regarding contracts, agreements, compliance matters, and ongoing engagements.
- Review, track, and organize contracts, MoUs, NDAs, service agreements, and amendments, ensuring proper filing, version control, and execution follow-up.
- Provide comprehensive executive support to the Chief Executive Officer, including coordination of correspondence, preparation of briefing materials, follow-up on strategic actions, and handling sensitive information with confidentiality.
- Manage and oversee all corporate administrative matters, including office operations, procurement coordination, vendor communication, and record management.

- Organize, attend, and coordinate management meetings, board meetings, and stakeholder meetings, including preparation of agendas, drafting formal meeting minutes, and monitoring action points.
- Coordinate board and governance-related processes, including documentation circulation, resolutions, approvals, and follow-ups with relevant parties.
- Support investment-related activities, including coordination with investors, preparation of supporting documentation, and scheduling of presentations and meetings.
- Plan and coordinate corporate events, official meetings, site visits, and stakeholder engagements, ensuring professional execution and alignment with company objectives.
- Ensure proper document management and archiving systems, maintaining organized, accurate, and retrievable corporate records.
- Assist in improving internal processes and administrative workflows, identifying gaps and proposing practical solutions to enhance operational efficiency.
- Represent the company in external meetings and coordination sessions when required, ensuring alignment with management direction and company interests.

***Monitoring, Evaluation, and Learning Specialist***

**Chemonics, Recycling in Jordan Activity**

**Jan 2024 –March 2025**

- Lead the development of a comprehensive MEL Plan and project theory of change.
- Ensure compliance with project requirements and objectives through systematic monitoring.
- Develop data collection tools and oversee data quality assurance.
- Facilitate data-driven decision-making by providing performance insights to project leadership.
- Implement quality assurance mechanisms and standard operating procedures.
- Design learning events and workshops for staff and stakeholders.
- Ensure compliance with environmental and regulatory standards.
- Lead the development and implementation of the annual survey:
- Assist with high-quality, timely, and complete submission of work plans.
- Provide technical and performance reports in a timely manner.
- Conduct site visits and prepare site visit reports to confirm the status of activities.
- Support any part of the program that requires creative solutions or in-depth research.
- Identify opportunities for improvement when a department requests assistance.
- Develop effective tracking of data within the tracking systems and maintain updated documentation in the Project Files.

***Senior Monitoring, Evaluation, and Learning Officer***

**MSI-Tetra Tech, Public Accountability and Justice Project**

**Nov 2022 – Dec 2024**

- Provided technical direction on monitoring methodologies and evaluation processes.
- Designed and executed data quality assessments (DQA) to ensure data accuracy.
- Led impact assessments and performance analysis, presenting key findings to stakeholders.
- Managed data visualization and reporting through platforms such as DevResults

- Conduct quantitative and qualitative field research as needed.
- Conduct technical reviews and updates, as needed, of the project's MEL plan including the review of Theory of Change, Results Frameworks, Performance Indicator Reference Sheets (PIRS), etc
- Document good practices, success stories, and innovative or impactful methodologies implemented on the project.
- Help design and train third party enumerators on proper data collection procedures.
- Conduct site visits and prepare site visit reports to confirm the status of activities.
- Support any part of the program that requires creative solutions or in-depth research.
- Identify opportunities for improvement when a department requests assistance.
- Develop effective tracking of data within the tracking systems and maintain updated documentation in the Project Files.

***Monitoring, Evaluation, and Learning Specialist***

**Chemonics, Recycling in Jordan Activity**

**(Maternity Cover) June 2022 – Oct 2022**

- Designed and conducted annual project surveys.
- Developed data collection and analysis tools for reporting key performance indicators.
- Led MEL capacity-building activities for project staff and stakeholders.
- Ensured compliance with environmental impact assessments.
- Drafted reports summarizing MEL achievements and lessons learned.
- Conduct site visits and prepare site visit reports to confirm the status of activities.
- Support any part of the program that requires creative solutions or in-depth research.
- Identify opportunities for improvement when a department requests assistance.
- Develop effective tracking of data within the tracking systems and maintain updated documentation in the Project Files.

***Research, Monitoring, and Evaluation Specialist***

**USAID Youth Power Project**

**Jan 2021 – March 2022**

- Developed and implemented processes and methodologies for consistent data collection, management, and reporting.
- Analyzed qualitative and quantitative data to gauge project impact.
- Managed data quality assessments (DQA) to ensure data accuracy.
- Conducted focus group discussions and community asset mapping training.
- Led MEL staff and youth volunteers across 60 communities.
- Worked with youth-serving organizations to develop M&E plans and impact assessments.
- Conducted site visits to monitor project activities and provide feedback.
- Developed data tracking systems and maintained project documentation.
- Conducting a focus group discussion
- Conducting the Baseline training and implementation
- Contribute to work plans, reports, success stories and other project deliverables.
- Support the community mapping assessment process and developing gap analysis reports.

- Conduct site visits and prepare site visit reports to confirm the status of activities.
- Support any part of the program that requires creative solutions or in-depth research.
- Identify opportunities for improvement when a department requests assistance.
- Develop effective tracking of data within the tracking systems and maintain updated documentation in the Project Files.

***Senior Monitoring, Evaluation, and Learning Officer***

**USAID Youth Power Project**

**July 2019 – Dec 2020**

- Supported the M&E Director in developing monitoring plans and baseline surveys.
- Provided inputs and analysis for reports and policy recommendations.
- Conducted community asset mapping, focus group discussions, and baseline training.
- Led data entry processes and quality assurance measures.
- Ensured project data was accurately entered into tracking systems.

***Senior Monitoring and Evaluation Officer***

**USAID Jordan Loan Guarantee Facility (JLGF)**

**Jan 2018 – July 2019**

- Managed portfolio databases and ensured compliance with reporting requirements.
- Led data quality assessments and performance tracking reports.
- Conducted monitoring and evaluation training for AIM Africa project in Malawi.
- Oversaw loan tracking reports and maintained financial performance records.
- Assisted in fulfilling USAID reporting requirements.

***Monitoring Officer***

**USAID Jordan Loan Guarantee Facility (JLGF)**

**Oct 2015 – 2017**

- Managed data compliance reports and portfolio tracking systems.
- Conducted borrower assessments and performance evaluations.
- Monitored loan guarantee performance and compliance with banking policies.
- Follow up near expiry guarantees as well as following up with banks for action on a weekly basis,
- Monthly update the Bank Performance Report that tracks outstanding balances for each bank
- Update the Availability Guaranteed Amount report.
- Track the Employment Anniversary and follow up with banks.
- Fulfilling and helping with any requirements needed for other departments.
- Update servicer monthly report through monitoring the accounts statements of borrowers received from banks in a timely manner.
- Updating credit department with loan renewal Status Summary calculating OPIC fees on a quarterly basis and issuing invoices to banks
- Following up all required documentations after issuing the Consent letter, including loan covenants, proof of loan proceeds and notifications.
- Review and track borrowers' files for compliance
- Filling up gap analysis reports,
- Filling up collateral reports on a daily basis with new issued consents.
- Training all newly staffed M&E officers.

## ***Customer Service Representative***

**Bank of Jordan**

**June 2014 – Oct 2015**

- Assisted customers in banking transactions and resolving inquiries.
- Promoted and sold banking products to enhance customer experience.
- Ensured compliance with banking regulations and customer service standards.
- Provide Operational Support Bank: Customer Service Representatives also work on making sure that consumers have outstanding experience. If a customer is looking to use mobile banking, or to try out a new service, Bank Customer Service Representatives are there to provide them with information and step by step instructions for using the service.
- Open new bank accounts according to laid down rules and guidelines
- Ensure that all the bank's policies and procedures, code of conduct and regulatory
- Provide information to customers on their account status and account balances
- Draft the necessary documents, letter or statements, as required by the customer
- Coordinate with the internal department to find solutions and resolve matters
- Inform and suggest new banking products to customers
- Maintain a follow up on the customer, whose query had solved
- Process orders, forms, applications and requests

## **❖ Additional Experience**

- FIBA Statistician instructor **2024 - Present**
- Certified Table Basketball Referee and Statistician **2013 – Present**
- Jordan Basketball Federation
- Basketball Player and Assistant Manager, Gulf Club **2014 – 2018**
  
- Volunteer Work with Orphans and Elderly

## **❖ Key Expertise**

- Monitoring, Evaluation, and Learning (MEL)
- Data Management, Analysis, and Reporting
- Performance Monitoring and Impact Assessment
- Quality Assurance and Data Quality Control
- Strategic Planning, Learning, and Adaptive Management
- Research Design, Surveys, and Assessments
- Stakeholder Engagement, Coordination, and Capacity Building
- Data Visualization and Reporting Tools
- Business Operations and Administrative Management
- Human Resources Administration and Office Operations
- Executive and Board-Level Support
- Contract Review, Documentation, and Compliance Coordination
- Investor, Partner, and External Stakeholder Relations

- Corporate Governance, Meetings, and Minutes Preparation
- Process Improvement and Operational Efficiency

## ❖ Education

- **B.Sc. in Finance and Banking Science**  
Hashemite University, Jordan (Graduation: May 2014)
- **Public Certificate of Secondary Education**  
Al Ikhlas private School, Kuwait (Graduation: June 2009)

## ❖ Skills & Competencies

- Strong analytical and problem-solving skills
- Expertise in data visualization and reporting tools
- Effective project management and coordination
- Strong stakeholder engagement and communication skills
- Ability to work under pressure and meet deadlines
- Proficiency in Microsoft Office and MEL software
- Fluent in Arabic (native) and English (excellent)

## ❖ Certifications & Training

- Theory of Change (TOC) Training, MSI
- Data Quality Assessment (DQA) Training, USAID
- Community Asset Mapping & Focus Group Discussions Training
- Collaborating, Learning and Adapting training, USAID
- Quantitative Analysis using SPSS Training , USAID
- First Time Manager course
- Leadership Training, Injaz

