



YAZAN BARAKAT

Project & Operations Manager | Aviation, Telecom & Program Facilitation

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PROFESSIONAL SUMMARY

Results-driven Project and Operations Manager with 15+ years of progressive experience across project management, aviation, telecommunications, research studies Data Collections and community program delivery. Managed a portfolio of 20+ projects reaching 250+ beneficiaries, leading teams of up to 30 staff and budgets of up to \$50,000 per project. Proven track record building lasting partnerships with government entities and international stakeholders, including refugee camp operations, and negotiating new agreements and MOUs. Bilingual leader (Arabic/English) skilled in training, program facilitation, and engaging diverse and youth audiences, with a strong foundation in budget planning, compliance, and operational excellence.

PROFESSIONAL EXPERIENCE

Projects Manager | B.O.T

Dec 2021 – Dec 2025

Digital Opportunity Trust — Amman, Jordan

- Managed a portfolio of 20+ projects, reaching over 250 Jordanian and refugee beneficiaries (40% male, 60% female), with budgets of up to \$50,000 per project.
- Quantitative and Qualitative Data Collections / Remote , In person and Hybrid
- Led teams of up to 30 staff organization-wide, with a minimum of 12 team members per project, tracking and monitoring implementation to ensure consistency with approved work plans and performance indicators.
- Supervised project staff and partners, providing technical support and guidance to ensure quality delivery.
- Developed and maintained project work plans, ensuring effective coordination across teams, partners, and support departments.
- Prepared and submitted timely progress and donor reports, documenting project activities and outcomes.
- Managed the technical and administrative aspects of projects, ensuring compliance with donor requirements and relevant guidelines.
- Led budget preparation, planning, and financial oversight, increasing project margin by roughly one-third while reducing recruitment costs and effort.
- Built and maintained strong relationships with government entities and stakeholders at local and national levels, including refugee camps, opening new partnership opportunities and leading the negotiation and signing of new agreements and MOUs.
- Strengthened staff efficiency and engagement by deepening their institutional relationships and expanding their professional networks across partner organizations.

Senior International Sales Service Officer

2018 – 2020

Emirates Airlines — Dubai, UAE

- Managed international sales support and customer service operations generating up to AED 400,000 in monthly transaction volume, upholding Emirates Airlines' high service standards.
- Achieved a customer satisfaction rate exceeding 97% by coordinating with global sales teams, travel agents, and corporate clients to drive revenue generation and service quality.
- Handled complex booking, ticketing, re-issuance, and refund cases in full compliance with IATA and airline regulations.
- Provided senior-level support for escalated customer and partner inquiries across multiple international markets.

Senior Automotive Advisor — GMC & Chevrolet**2011 – 2016***Al Ghandi Dealer — Dubai, UAE*

- Collaborated with stakeholders and clients across departments to define requirements and translate business needs into clear specifications.

Flight Management Unit — Controller & Editor**2011 – 2016***Emirates Group — Dubai, UAE*

- Acted as liaison between flight crews, control units, and internal departments to resolve operational issues promptly.
- Maintained accurate records of flight movements, amendments, and operational incidents .
- Provided real-time updates and reports to management on flight status and operational challenges.

Technical Support & Customer Delivery Officer**2009 – 2011***Etisalat — Dubai, UAE*

- Delivered technical support for smart devices and operating systems, including BlackBerry, Apple OS, and wireless connections.

Telecommunications Help Desk Staff**2008 – 2009***Umniah Telecom — Amman, Jordan***Operations & Sales Officer****2007 – 2008***Adventure Travel and Tourism — Amman, Jordan*

- Managed ticketing and travel packages for outbound and inbound bookings.

COURSES & CERTIFICATES

- SCSO GHA – Senior Customer Service Operations (Ground Handling)
- DGP – Dangerous Goods for Passenger Handling, Category 9
- Safety & Security – Aviation Security Training
- CBE – Customer Boarding Experience
- CCE – Customer Check-In Experience

(All courses above certified by Emirates Aviation College)

- PMP — Ministry of Digital Economy and Entrepreneurship (MODEE), 2024
- TOT (Training of Trainers) — Ministry of Digital Economy and Entrepreneurship (MODEE), 2025
- Co-Founder, Youth for Peace Initiative (100 Global Citizens)
- External Consultant, Iksab Center for Sustainable Development

EDUCATION & LANGUAGES

BA — English Language & Literature*Irbid National University, Irbid, Jordan — Graduated 2007*

Arabic — Native

English — Advanced

CORE SKILLS

- Operational & task prioritization with strong time management
- Budget planning, preparation, cost-cutting, and benchmarking
- Analytical thinking, social-emotional intelligence, and problem solving
- Training and program facilitation
- Active listening and detail orientation with a Fast-learning abilities