

**Diana Touma Cotran**

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*A graduate from the American University of Beirut with a Master's Degree in Business Administration and concentration in Human Resources.*

*35 years of professional experience both in private (research and management) and public (NGO) sectors.*

*A professional in Human Resources with special focus on manpower planning, resourcing (all levels and positions and focus on scientific positions), succession management, compensation & benefits, training & development, performance management, engagement & retention motivation, as well as HR systems and procedures.*

*Hard working and passionate about work and about helping businesses make the most of the resources and available talent.*

*A respected and dedicated professional with experience providing internal employee development, team effectiveness and leadership developments at all levels of the organization.*

*Dual nationality: Swiss and Lebanese*

**Independent Consultant and Lecturer (Olayan School of Business, American University of Beirut) at the AMP program (Advanced Management Program)** a tailor made program intended for the mid-career professionals to hone their critical business skills of the ever-changing management practices.

**February 2014, December 2015 and September 2016**

**Executive Vice President-- Operations  
Medicines for Malaria Venture, MMV  
Geneva, Switzerland  
(2000 to February 2014)**

**Medicines for Malaria Venture, MMV** a Not-For-Profit public-private partnership established as a foundation in Switzerland in 1999. I was the first to be recruited following the CEO's appointment.

Accountable to the President and CEO in my capacity as the EVP Operations.

Accountabilities included:

- **Human Resource Management** - In charge of all areas within the sphere of Human Resources Management Function including: manpower planning, resourcing, succession management, recruitment & selection, compensation & benefits, training & development, performance management, engagement & retention, and HR systems and procedures.
  - Strategic support and guidance to Heads of functions on HR related issues
  - Organizational design and evolution within functions and regions (Europe, US and Africa)
  - Interview, selection and recruitment
  - Career Development & Career Progression
  - Performance Management (developed the MMV Performance Appraisal System)
  - Training & Development
  - Development and implementation of fair and equitable Compensation & Benefits policies and practice in-line with Geneva and Markets' practice
  - Establishment and maintenance of Job Evaluation Schemes
  - Establishment and maintenance of Paylines in accordance with existing market conditions and practices
  - HR systems.
  - Administration.
- **Governance-** Responsibilities extended to Board of Directors and Chairman and included providing key support regarding the development and implementation of appropriate governance practices as well as formulating and recommending sound governance principles.
- **Administration-** Responsible for supervising administration of all legal and general services of MMV in Geneva and Regional Offices (USA and Uganda)

**Deputy General Manager  
Pan Arab Research Center - PARC/GALLUP International (Dubai - U.A.E.)  
(1992 - 1999)**

**Pan Arab Research Center - PARC/GALLUP** founded in 1976, **PARC** is a multi-faceted company with a wide variety of interests. It is an incessant contributor in all areas of marketing, providing timely and accurate information about specific / general marketing problems, building on past experience, introspecting the present situation, and anticipating the probable future, to offer data, advice and consultancy services that marketing managers can use to make sound decisions.

Accountable to the General Manager in my capacity as the Deputy General Manager

Accountabilities included:

- **Human Resource Management.** In charge of areas within the sphere of Human Resources Management Function including: Recruitment, staff evaluations and performance appraisals, setting of objectives, re-deployment, international assignees, expatriate compensation and salary equalization and updating PARC's Operating System and Employee Handbook.
- **Research.** Coordinating all research projects within PARC's operating network (GCC countries & Levant). Managed research studies and formulated methodologies to be implemented for qualitative & quantitative work. Projects conducted included a variety of organizations, both local and multinationals.
- **Conferences, Seminars and Public Functions.** Represented PARC with affiliate organizations: **Gallup International**, **AGB**, **ESOMAR** and other professional bodies such as **Taylor Nelson and Censydam**.

**Executive Assistant to the Chief Executive**

**Management Planning & Research Consultants - MPRC (Manama - Bahrain)**

**(1986 - 1992)**

**Management Planning & Research Consultants - MPRC** is an International Holding company which owns and manages four companies. In Bahrain company focused on:

1. Human resource Management, Training and Information Technology
2. Planning, Assessments and Organizational Restructuring
3. Social Research and Environmental and Economic Assessment

Accountabilities included:

- **Preparing proposals** for consultancy work to clients.
- **Negotiating joint venture agreements** with potential entities with the objective of widening and enhancing MPRC's scope of work (City & Guilds of London)
- Appointed '**Registrar**' of the **City & Guilds of the London Institute**, a major examination and certification body in the U.K.

**Financial Controller**

**3M Middle East. (Beirut - Lebanon)**

**(1978-1986)**

Accountabilities included:

- **Supervising & coordinating** the performance of Corporate Accounting Functions
- **Directing the preparation** of monthly and year-end statements, including Balance Sheets and P&L reports
- **Preparing** Sales Forecasts and cost budgets
- **Controlling costs and coordinating** all legal and tax requirements and social security obligations
- Assigned as a **Marketing Officer** to the household consumer division, reporting directly to the Marketing Manager.

**Academic & Professional Qualifications**

- **Master of Business Administration (MBA)**  
American University of Beirut, Beirut - Lebanon (1977 - 1980)
- **Bachelor of Business Administration (BBA)**  
American University of Beirut, Beirut - Lebanon (1974-1977)
- **Treasurer and Board Member**  
Rotary Club of Beirut Cosmopolitan (RCBC) since 2016

**Languages**

- Arabic, English & French: Read, write and speak very fluently
- Italian : Read, write and speak (fair)

**References**

Available upon request

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