

## Lily-Ange S Caldwell

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### Summary

Experience managing, growing, and evaluating humanitarian responses and systems. Proven ability to deliver consistent and predictable results, establish and manage resources, motivate people, develop partnerships, rollout new solutions, and execute programs. Solid Government Affairs, Negotiation, and Legal skills and background. Led protocol and problem-solving discussions with government authorities. Solid interpersonal and written communication skills in foreign languages, as well as English. Experience navigating complex local laws and conditions to achieve great success. Exceptional at leveraging data and performance metrics to implement process improvement to drive efficiency, effectiveness and productivity. Consistently promoted to leadership roles and recognized by peers as a “go-to” resource.

### CAREER HISTORY:

**Médecins Du Monde – Belgique**      **Brussels, Belgium**      **Desk Sahel, 01/2022-current**

**Doctors Without Borders**      **Brussels, Belgium**      **Emergency Coordinator 06/2010-10/2022**

- **Mobivaxx Team Leader (5 months, 5/2021-10/2020)**  
Coordinating vaccination efforts between four organisations (MDM, NSS, MSF, and CRB) to initiate vaccination for all homeless and migrant populations in Brussels.
- **Project Coordinator COVID (9 months, 4/2020-7/2020, 9/2020-3/2021)**  
Developed and innovated new protocols and procedures for MSF missions regarding COVID while providing emergency housing for homeless populations in Brussels that had developed or risked to have developed COVID while working in partnership with NSS, Plateforme Citoyenne, and other NGOs in Brussels.
- **Emergency Human Resources Officer (1 ½ years, 1/2019-10/2020)**  
Managing HR approach and ensuring appropriate staffing for all emergency missions managed under the Belgian Emergency pool (Mozambique, Yemen, Ebola, COVID19, Sudan, South Sudan, and LATAM exploratory missions)
- **Emergency Coordinator (4+ years, 5/2015- 01/2019)**  
Responses managed: Ebola (West African + Congolese); Ebola vaccine trials; Burundi electoral crisis and stabilization of activities; Rohingya influx in Bangladesh; Nigerian assessments and mission opening; Hurricane Matthew Haiti; COVID19 response in Belgium.
- **Operations: MIO HR, Brussels, Belgium (6 months, 3/2013-9/2013)**  
Mobile Implementation Officer specializing on the Briefing and Debriefing Process, focusing on change management and customized fit of fixed procedures for missions and partner sections. 70% field work, 30% time based in Brussels.
- **HR Department, Brussels, Belgium (5 ½ months, 12/2012-3/2013)**  
Ad interim departmental assistant centralizing information and arranging meetings for the training, recruitment, field and HQ administration units, pool manager and director.
- **Pool d'Urgence Congo, Kinshasa, RDC (1 months, 7/2012-9/2012)**  
Ad interim coordinator ensuring proper implementation of MSF protocols for HR and finance during diverse emergency interventions, recruitment amongst current staff in OCB projects.
- **Emergency project, Maniema, RDC (2 months, 4/2012-6/2012)**  
Flying position managing several emergency malaria interventions, closing projects, managing local government contacts, ensuring specific implementation of hiring, payment, tax, and health policies.
- **Coordination, Juba, South Sudan (2 months, 2/2012-3/2012)**  
Ad interim HR Coordinator managing second largest OCB project. Controlled HR policy for both long-term and short emergency interventions with frequent security concerns for international, national, & regional staff.
- **Emergency project, Tripoli, Libya (2 ½ months, 9/2011-12/2011)**  
During war installed HR/Admin protocols, negotiated with Ministries, published staff health policy, and conducted benchmarking study between all NGOs for mutual dissemination.
- **Coordination, Conakry, Guinea (5 months, 02/2011-07/2011)**  
Conducted benchmarking surveys, steadied syndicates and stabilized HR/Admin protocols within the mission.

- Project Choscal, Port-au-Prince, Haiti (7 months, 06/2010-01/2011)  
Navigated hospital administration to post-emergency situation after earthquake, then through cholera epidemic and election violence. 400 staff + 200 emergency cholera CTC staff.

**Bureau of Global Health, USAID (Pal-Tech) Washington, DC Program Assistant 11/2009 – 06/2010**

- Collect, disseminate, and organize information from 82+ employees between 4 locations • Support contract staff with TDY travel logistics and administration • Attended seminars on Global Health initiatives • Provides support to Operations Director and Office Managers regularly • Fill in for vacant positions as needed (notably during Haitian Earthquake; Eurasia & Europe USAID Economic Growth Office during long-term illness of Program Assistant) • Drafts communication memos, letters, and documents to employees as requested by director • Country Assistant for both the Iraq and Nigeria Country Teams

**Peace Corps Aleg, North Brakna, Mauritania Regional Coordinator 5/2009 - 7/2009**

- Chief liaison and logistician for administration and volunteers in region
- Oversaw fellow volunteers' projects, provided support for project evaluation and data collection
- Public Relations consultant for all volunteers dealing with Host Country Nationals and PC HQ
- Managed regional finances; administered funds to agencies
- Coordinated protocol and mitigated issues with local authorities
- Elected to position by peers

**Small Economic Development Advisor/Business Developer 6/2008-7/2009**

- Developed/enhanced business models/strategies to expand opportunity, minimize waste, ensure revenue and product sustainability, increase economic capacity and optimize existing resources
- Led meetings with local NGOs, government officials, union representatives, and cooperatives • Successfully managed and evaluated USAID Gender and Development (GAD) grant initiatives • Designed and implemented IT services for local government offices
- Proposed, designed, implemented, and evaluated Neem anti-bacterial, anti-malarial soap campaign

**Idelle Labs Danbury, Connecticut Operations/Finance Analyst 1/2007-5/2008**

- Designed, maintained, and automated all financial documents
- Coordinated quarterly meetings to review budget projections and solidify past financial budget months • Controlled million-dollar production and managed stock within three warehouses in Mississippi, and Texas
- Analyzed data to determine waste, areas in need of improvement, flawed operations systems & other ad-hoc reporting • Managed multi-contractor production and shipment schedules while coordinating problem solving and error mitigation initiatives

**New Yorkers for Parks New York, New York Government Affairs/ Event Coordinator 2/2006-5/2006**

- (3 month contract) • Chief planner for Parks Advocacy Day (PAD) involving 300+ constituents & Council Members • Wrote proposals and briefs; researched local park issues to identify needs
- Canvassed local parks to determine overlooked needs for disenfranchised constituents • Fielded phone calls, greeted incoming guests for meetings, and ran information between departments and government agencies.

**EDUCATION:**

CERAH, University of Geneva/IHIED, Geneva, Switzerland June 2014

Master in Humanitarian Action: Concentration on Communication, Negotiation, and Legal Instruments

USDA Graduate School, Washington, DC August 2009- April 2010 Continuing Studies – Arabic

Fordham University, Bronx, New York May 2007

B.A. in International Political Economy with Minor in Business Administration

**RECENT TRAININGS:**

Emergency Response Training, February 2020

MUST2 Rapid Deployment Training, December 2018

Advanced Risk Management Training, July 2018  
Intermediate Risk Management Training, April 2017  
Mission Coordination and Management, March 2017  
Populations in Precarious Situations, September 2015  
Project Coordination Course, November 2012

**MEMBERSHIPS:**

MSF Mentor Programme (Member since January 2021)  
PHAP, Professionals in Humanitarian Assistance and Protection (Member since January 2013)  
Médecins Sans Frontières – Belgique Association (Member since May 2011)  
RPCV, Returned Peace Corps Volunteers (Member since July 2009)

**LANGUAGES:**

French (ILR Level 4, CEFR C2) English (ILR Level 5, CEFR C2) Arabic (ILR Level 2, CEFR A2)