

# MAPPING

REFUGEE SKILLS AND EMPLOYABILITY

DATA AND ANALYSIS FROM THE TALENT CATALOG



TALENT BEYOND  
—BOUNDARIES—

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# INTRODUCTION

This report is an analysis of the profiles stored in the Talent Beyond Boundaries' (TBB) Talent Catalog as of August 15, 2017. With this analysis, TBB aims to demonstrate the breadth and depth of talent among refugees in first countries of asylum, that could otherwise be deployed to meet skills gaps in, and contribute to the economies of third countries.

The data used in this report is all sourced from Talent Beyond Boundaries' Talent Catalog and was collected between July 12, 2017 and August 15, 2017. As of August 15, 2017, a total of 9,685 profiles have been created in the Talent Catalog. While outreach was limited to Lebanon and Jordan, some participants are currently located in other countries.



# 1

## T A L E N T   B E Y O N D   B O U N D A R I E S

Talent Beyond Boundaries (TBB), a Washington DC-based non-profit organization, was founded in 2015 with the mission of establishing labor mobility as a pathway to protection for refugees, to complement traditional pathways such as resettlement. Millions of refugees displaced by recent conflicts in the Middle East and elsewhere are prohibited from working in their first countries of asylum and face unique barriers to accessing international work despite their qualifications.

The crises in Syria and Iraq have created nearly 2 million refugees who live in Beirut, Amman, and other areas of Jordan and Lebanon with no resolution in sight; the vast majority of them are unable to obtain work permits in their fields and live in poverty while trying to support families with illegal and irregular work, risking arrest or deportation. Meanwhile, countries and companies around the globe face skill gaps that hinder development; a 2016 Manpower Group survey found that 40% of employers worldwide have trouble filling jobs. Connecting qualified refugees with jobs abroad is a new approach to refugee protection that expands opportunities for refugees to move

and gives companies worldwide access to an overlooked talent pool. Labor mobility has been widely recognized by academics and policymakers as a promising additional solution for refugees, which would allow additional numbers to move safely and legally to regain stability and rebuild their lives. Talent Beyond Boundaries is the only group developing these labor mobility pathways for refugees. It is committed to proving the concept, so that other, similar services may be established through collaboration between governments, the private sector, and civil society groups, ensuring that refugees have access to international jobs and labor mobility.

## THE PILOT PROJECT

Talent Beyond Boundaries launched its pilot project in the summer of 2016 with support from the U.S. State Department Bureau of Population, Refugees and Migration (PRM) and encouragement by the United Nations High Commissioner for Refugees (UNHCR).

TBB developed its project approach in consultation with staff at UNHCR, representatives from UNDP, UNRWA, UNICEF, ILO and IOM, and officials from the U.S. Department of Homeland Security and the U.S. State Department in the offices of the Secretary, Ambassador to the UN and PRM. Further, TBB held more than 20 focus groups with over 200 refugees living in Jordan and Lebanon, and incorporated their feedback into the project design.

TBB's pilot project is focused on identifying the skills among the two million or so refugees in Lebanon and Jordan and matching a small number of these individuals to jobs abroad. In Lebanon and Jordan, working-age refugees have restricted access to legal work, especially for highly skilled roles. TBB is developing systems to overcome the barriers that refugees face in accessing international work, which include: lack of information about jobs and application processes, missing documentation of education and work history, missing travel and identity documents, and prohibitive costs of migration. TBB works with employers abroad to identify qualified candidates for hard-to-fill roles, and facilitates a remote recruitment process which can include several rounds of interviews and technical skill screening. Through the pilot project, TBB aims to demonstrate that labor mobility is a viable pathway that can be scaled to increase mobility for thousands of refugees worldwide.



## THE TALENT CATALOG

**A primary objective of the pilot project is to demonstrate the breadth and depth of refugee talent in Jordan and Lebanon to employers around the world. To this end, TBB developed the “Talent Catalog,” an online platform allowing refugees to share their qualifications with international employers ([www.tbbsalent.org](http://www.tbbsalent.org)).**

While the UN Refugee Agency (UNHCR) and other organizations operating in refugee contexts typically collect more general information on refugee livelihoods, TBB’s database is designed to provide employers with the detailed information needed to determine employability.

TBB’s design team conducted dozens of focus groups with refugees and sought input from a number of experts and stakeholders to create a user-friendly, confidential, and comprehensive platform. TBB received feedback from a variety of companies, staffing agencies and job matching sites, including representatives from Magnet (an online job matching service in Canada, including for newly resettled Syrians), HirePro, LLC (an online recruiting agency hiring from the Middle East), Bayt.com (the Middle East’s leading job site), the Dubarah Network (an online network of Syrians across the world), Adecco, and Ericsson. TBB also received substantial input from the Australian Department of Immigration and Border Protection. Refugee participants contributed as well by testing the Talent Catalog in its early stages and suggesting improvements. For a full list of fields collected in the Talent Catalog, see Appendix 1. For further detail on the information about Talent Beyond Boundaries’ pilot project shared on the landing page of the Talent Catalog, see Appendix 2.

The platform is available in both Arabic and English. A name is not required to create a profile on the Talent Catalog, though one form of contact information is requested. Profiles created by participants on the Talent Catalog can also be downloaded in PDF format and used in participants’ own local or international job searches. The lead product manager on the Talent Catalog was Nazar Poladian, a software developer and Syrian refugee who met with TBB’s founders in Beirut, prior to his resettlement to Canada.



## TALENT CATALOG ANALYSIS

An analysis of this data, while not representative of the refugee population in Jordan and Lebanon, provides unprecedented insight into the job skills and professional backgrounds of refugees. TBB executed a series of queries on the data with the goal of understanding the profiles of refugees in the Talent Catalog. The report shows who is in the Talent Catalog and what abilities they have. The categories examined include occupation, nationality, language, gender, location, age, education, skills, and certifications. These categories were then broken down further by other criteria. \*See Appendix 1 for a full list of data fields collected in the Talent Catalog.

## 2

## OUTREACH, REGISTRATION AND DATA COLLECTION

**The data used in this report is all sourced from Talent Beyond Boundaries' Talent Catalog and was collected between July 12, 2016 and August 15, 2017. As of August 15, 2017, a total of 9,685 profiles have been created in the Talent Catalog. While outreach was limited to Lebanon and Jordan, some participants are currently located in other countries.**

The data collection process involved in-person and online outreach throughout Jordan and Lebanon. TBB volunteers -the majority of whom were refugees -held information sessions to introduce attendees to the Talent Catalog. TBB formed an extensive network of over 60 supporting organizations across both countries. These organizations hosted volunteers for information sessions and invited their beneficiaries to learn about the initiative. TBB also briefed staff at 37 organizations to enable them to refer their beneficiaries to the Talent Catalog. TBB conducted outreach specifically to groups serving women and other vulnerable groups, including persons with disabilities and LGBTQI refugees. Beginning in March 2017, TBB also began to conduct targeted outreach sessions in conjunction with UNHCR to UNHCR-registered refugees with skills identified as in-demand by potential TBB corporate partners. As of August 15, 2017, 535 information sessions have been held and a total of 13,389 attendees have been reached. Participants often filled out profiles during or following an information session, with the majority of users accessing the platform on their mobile phones. For a full list of partner organizations who played a role in outreach to Talent Catalog participants, see Appendix 4.

TBB conducted online outreach primarily via Facebook. TBB's Facebook page has 9,863 followers as of August 15, 2017. TBB sponsored several posts that invited individuals to register on the Talent Catalog. Furthermore, in October 2016, TBB hosted an online webinar in partnership with Jusoor, a Syrian-led education organization. Following the webinar, TBB posted videos on YouTube that provided detailed instructions on how to fill out a complete profile.

TBB excluded from this analysis profiles that Talent Beyond Boundaries staff marked with the statuses "Deleted" or "Used for testing" to control for quality; profiles are marked "Deleted" if no information has been put in that profile or if the participant is clearly not in a population served by Talent Beyond Boundaries, such as a Lebanese person currently living in Lebanon. The "Deleted" status does not remove profiles from the Talent Catalog, but has removed them from this analysis. "Used for testing" indicates that an employee of Talent Beyond Boundaries created a profile to test the software of the Talent Catalog. Since neither of these statuses convey relevant information about the refugees that TBB has mapped, they have been excluded from this analysis.



## M E T H O D O L O G Y

**All of the refugee profiles created through the Talent Catalog are stored in a Structured Query Language (SQL) database.**

For the purposes of this report, the refugee profiles are analysed by different data fields (see Appendix 1 for a full list of data fields collected in the Talent Catalog). With this analysis, TBB encountered limitations to querying and the comprehensiveness of the data. These limitations may affect the results of the data analysis. In addition, all data is self-reported. TBB does not verify data in the Talent Catalog profile until an employer has expressed interest in an individual's skill set; only at that time do TBB staff begin the process of confirming the information an individual has shared. This analysis will not include personal information about the participants surveyed, such as their family circumstances, protection concerns, conditions for leaving home, or current living conditions. This information was not collected in the Talent Catalog.

The number of data fields has increased over time, as well as the number of mandatory fields. For example, the earliest participants in the Talent Catalog were not required to indicate their location. Gender remains an optional field, in acknowledgement of participants who do not identify as male or female. Cultural sensitivity, however, dictated that TBB leave the options for gender as male or female exclusively. For that reason, TBB could query on those categories for only a sample of the Talent Catalog, so the information from those queries is not representative of the data as a whole. These limitations will impact the quality of the data analysis.

Some Talent Catalog participants chose to upload attachments, such as CVs or certificates, to their profiles with additional information on their work history and skills. Participants are encouraged to include all relevant information from attachments in

in their profile, but do not always do so. For this analysis we did not query information in these attachments, as only the information stored in the profiles themselves is accessible for query.

Errors in information provided by participants affects the quality of the data. Participants did not always accurately report on their background and personal information. Common reporting errors were location and language inaccuracies and blank categories. For location, we found many profiles listed Syria as the current location, though the telephone area code would indicate residence in Lebanon or Jordan. While TBB cannot definitively say these participants were in Lebanon or Jordan, our experience suggests they were. For the language listing on the profiles, many participants did not include Arabic. Considering that the vast majority of those registered are from Arabic-speaking nations, fluency in Arabic can be presumed for most of them. The numbers from this analysis, however, do not reflect that reality.

It is likely that some participants only listed their non-native languages. Many participants in the Talent Catalog also did not answer certain questions on their profile. Because of this missing data, the numbers and ratios from the analysis may not accurately represent participants' situations. In addition, some profiles were included in this analysis with incorrect data--such as matching start and end dates for jobs or job

descriptions that did not match the occupation listed because the numbers with obvious errors of this nature were minimal, and the errors tended to be only in small portions of otherwise complete profiles. Majors in post secondary education also occasionally appeared as an error, with statistics becoming the default major for participants that did not include a major on their profile; this error in the Talent Catalog has been corrected. In addition, majors were sometimes incorrectly listed for participants without post-secondary education.

Finally, some participants appear to have created duplicate or multiple profiles, either mistakenly or because they were locked out of their initial profiles and did not complete the steps to create a new password. Total numbers, both in the Talent Catalog as a whole, and in individual categories, such as occupation, may be increased because of this inaccuracy.

The participants in the Talent Catalog have self-reported their eligibility for this labor mobility initiative. While Talent Beyond Boundaries has excluded from this analysis individuals who are nationals of their host countries (e.g. a Lebanese person in Lebanon), TBB does not verify participants' information upon entry into the Talent Catalog, but rather verifies information later on in the process of working with an individual candidate being considered for an international employment opportunity.

## DATA ANALYSIS SUMMARY

This section provides a narrative summary of the data analysis, with charts and other visual representations below. While this analysis has focused on broad trends among the participants in the Talent Catalog, it should be noted that the primary purpose of the Talent Catalog is to provide employers with detailed information about an individual's particular job experiences, responsibilities, and skills in the format of a CV or resume. The specificity of the data that renders the Talent Catalog useful to employers is not captured from a broader overview of general traits of the pool of participants. Yet, such an overview is important for demonstrating the diversity of talents and skills among refugee populations facing barriers to employment. \*See Appendix 4 for a sample profile from the Talent Catalog.

Many host countries, including Jordan and Lebanon, have opened up work opportunities for Syrian, Iraqi, and other refugees, but these are very limited and found in predominantly lower-skilled fields of work. While these jobs provide a path to self-reliance for some, additional opportunities for the hundreds of thousands of refugees with a range of job skills are needed.

The data show that the vast majority of participants in the Talent Catalog are Syrian, with Palestinian and Iraqi constituting the next largest nationalities. Although Talent Beyond Boundaries' in-person outreach has only been conducted in Lebanon and Jordan, some Talent Catalog participants are currently located in other countries. This result can be explained by word-of-mouth or online information sharing, perhaps demonstrating the appeal of Talent Beyond Boundaries' initiative for refugees living in other host countries. Notably, Syria is the third largest location of participants, despite the lack of a TBB presence in that country. Errors in reporting cannot alone explain the size of this category; labor mobility may be an attractive option for many Syrians living in Syria looking for legal routes for migration. However, TBB is not working with nationals inside their own country.

More than one-third of participants in the Talent Catalog reported higher education. The most common occupation was education, including professors and teachers. Other occupations that were highly represented include skilled trades, construction work, and IT. Nationality appears to have some correlation with occupation. For example, Palestinian and Iraqi participants are much more likely to be engineers than Syrian participants. Syrians were more likely than other nationalities to list construction-related jobs. Iraqi participants were most likely to be found in Jordan, while Syrian and Palestinian participants were more often located in Lebanon. Significant Syrian and Palestinian populations remained in Syria. While most of the participants were located in well-known refugee-hosting countries, there were a few participants in surprising places, such as China and Trinidad and Tobago among others.

Many participants listed work experiences in the host countries of Lebanon and Jordan, despite legal restrictions on refugees' ability to work. For many, this was work in construction or other lower-skilled sectors without prohibitions on refugee employment. For others, it could be reflective of candidates' ability to find "under-the-table" work within their field or voluntary work with NGOs. Many candidates of varied backgrounds had accrued credentials and work experience in the humanitarian field over the last several years.

Over a third of participants reported that they speak a second language. The majority of those who listed a language other than Arabic spoke English, with French a distant second. Turkish and German ranked third and fourth, respectively.

The most frequently listed skill is "computers." Overall, IT skills were common, such as Microsoft Office, Adobe Suite, and programming languages such as C++, Java, or PHP. Computer skills were also commonly included in certifications, most often listed as the International Computer Driver's License (ICDL), CCNA, and Internet Core Competency (IC3). English-related certifications such as the IETLS or APTIS tests were also recurring. Many candidates listed certifications in health and humanitarian fields as well, including "Basic Life Support," "Training of the Trainer," and "First Aid."

The analysis also reveals the youth of the participants in the Talent Catalog. Almost half of the participants are in their 20s or early 30s, and the oldest participant is 67 years old. Approximately 59 participants are under the age of 18. The youngest participants are 14 years old. While the top occupations remained consistent

across age groups, older participants were more likely to be skilled trade professionals than younger ones.

In terms of gender, the data from the Talent Catalog skews heavily male, with only 1,077 participants listing female as their gender, approximately 11% of the total. These low numbers may be for a variety of reasons, including unique challenges women refugees face in their career planning and market entry. Although more Syrian women attend secondary school than men, social norms pose barriers to women's access to the workforce in Syria. Only 41% percent of women were in paid work in 2009. Many women cited household responsibilities and family objections as reasons for their unemployment.

Among Talent Catalog participants, women had overall higher levels of education. A larger percentage of women had Associate, Bachelor's and Master's degrees than men. Proportionally, men reported more Doctoral and Vocational degrees, though by slim margins. Among the women in the Talent Catalog, the most prevalent occupations are teaching, administration, and tailoring. Women were far less likely to engage in work in the construction sector or the sciences.

While most female participants were Syrian, the proportion of Iraqi women to Iraqi men was the greatest. Sudanese participants had the smallest proportion of women to men, with only 6.4% of Sudanese participants listing their gender as female.



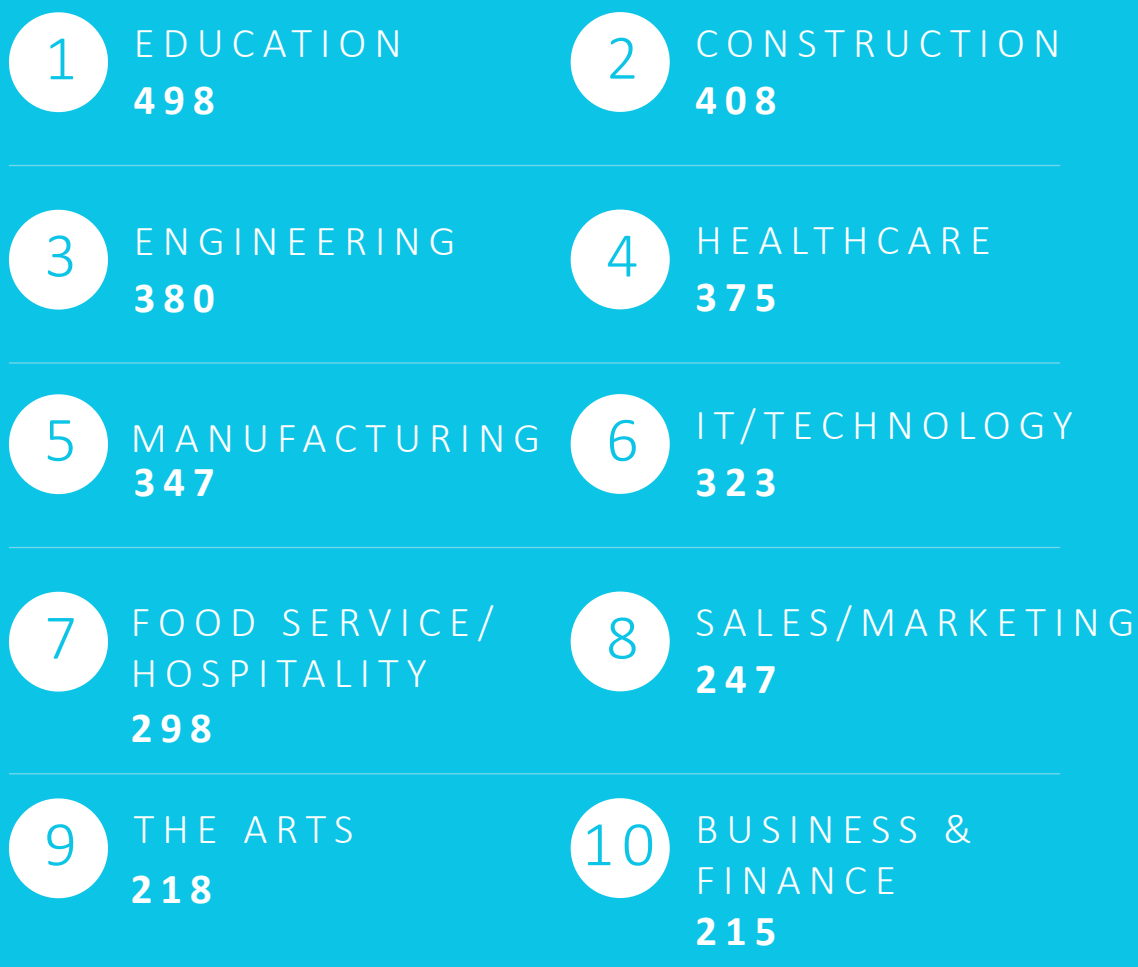
## DATA ANALYSIS

The following section includes the findings from TBB's data analysis. While there are 9,685 profiles in the Talent Catalog, the total number of profiles surveyed in this report is 9,101, after exclusions were made.

## 4 OCCUPATION

Table 1.1 shows the distribution of occupations by industry. Table 1.2 is comprised of the occupations of the participants in the Talent Catalog.

**Table 1.1**  
**Top 10 Industries**



Note: For a complete list of the occupations that comprise each industry, see Appendix 5.



Table 1.2

## Top 30 Occupations

Engineer*	380	Data entry operator	71
Professor/ Lecturer	247	Waiter, waitress, bartender, restaurant worker	70
Teacher	215	Baker or pastry-cook	67
Accountant	145	Humanitarian worker	65
Information technology professional	143	Social work professional	63
Concrete placer, finisher or related	142	Builder (traditional materials)	63
Marketing professional	112	Woodworker	61
Electrician	106	Cook	61
Computer programmer	103	Healthcare professional (unspecified)	59
Administrative assistant	100	Floor layer or tile setter	54
Business professional	98	Sales professional	53
Hairdresser, barber, beautician, or related	94	Sales representative	53
Tailor, dressmaker, or hatter	94	Pharmacist	51
Motor vehicle driver	87	Decorator or commercial designer	49
Blacksmith, tool maker, or forge worker	85	Sewer, embroiderer, or related	49

\*Categories of engineers include: Civil (115), Mechanical (81), Electrical (67), Other (48), Electronic (39), Petroleum (13), Biomedical (9), Chemical (8)

Note: One individual may list multiple “occupations” that he or she has held; if an individual listed a job experience as a “Sales representative” followed by a job experience as a “Humanitarian worker,” that individual will be counted under both occupations.

Note: A list of full occupations was adapted from UNHCR occupations lists and existing job sites, and has been updated to incorporate refugee feedback overtime. Participants did not have the option to write in additional occupations.

For a list of the top 100 occupations in the Talent Catalog, see **Appendix 6**.

# SYRIAN

6589

Table 2

Top 15 Nationalities

*\*Image not to scale*

## PALESTINIAN

423

## IRAQI

214

## SUDANESE

46

## YEMENI

36

## EGYPTIAN

11

## AFGHAN

7

## SOMALI

6

## LEBANESE

3

## JORDANIAN

3

## SAUDI

2

## LIBYAN

2

## PAKISTANI

2

## MOROCCON

2

## ARMENIAN

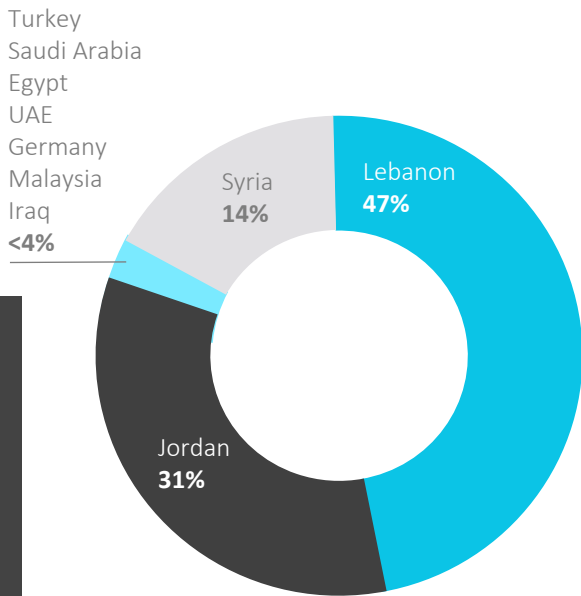
1

### NATIONALITY

Table 2 contains the number of participants in the Talent Catalog organized by nationality. In tables 2.1 through 2.3, the three largest nationalities--Syrian, Palestinian, and Iraqi--are broken down by the current location of the participants. In tables 2.4 through 2.6, those three nationalities are broken down by common occupations. In tables 2.7 through 2.9, those three nationalities are broken down by the languages spoken by participants from that country.

**Table 2.1**

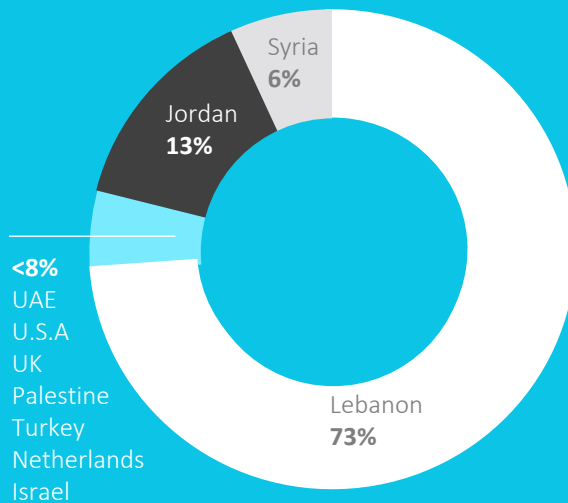
**Top 10 Current Locations of Syrian Participants in the Talent Catalog**



\*Note: A common reporting error from participants was reporting Syria as their location, while their contact information indicated a different current location.

**Table 2.2**

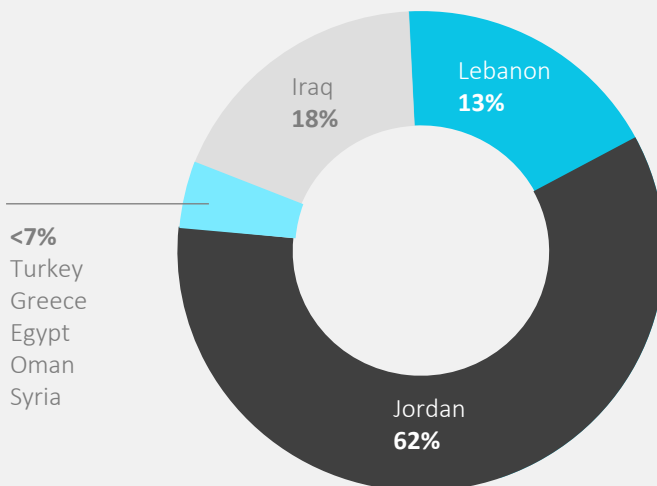
**Top 10 Current Locations of Palestinian Participants in the Talent Catalog**



DATA ANALYSIS - NATIONALITY

**Table 2.3**

**Current Locations of Iraqi Participants in the Talent Catalog**



**Table 2.4****Top 10 Occupations of Syrian****Participants in the Talent Catalog**

- 1 Engineer\*
- 2 Professor or Lecturer
- 3 Teacher
- 4 Concrete Placer, Finisher, or Related
- 5 Accountant
- 6 Information Technology Professional
- 7 Marketing Professional
- 8 Electrician
- 9 Hairdresser, Barber, Beautician Related
- 10 Tailor, Dressmaker, or Hatter

\* Categories of engineers are Civil (85), Mechanical (59), Electrical (42), Other (35), Electronic (30), Petroleum (12), Chemical (7), and Biomedical (6)

**Table 2.5****Top 10 Occupations of Palestinian****Participants in the Talent Catalog**

- 1 Engineer\*
- 2 Teacher
- 3 Professor or Lecturer
- 4 Information Technology Professional
- 5 Social Work Professional
- 6 Accountant
- 7 Administrative Assistant
- 8 Computer Programmer
- 9 Concrete Placer, Finisher, or Related
- 10 Electrician

\* Categories of engineers are Civil (20), Mechanical (16), Electrical (15), Electronic (5), Other (4), and Biomedical (2)

**Table 2.6****Top 10 Occupations of Iraqi****Participants in the Talent Catalog**

- 1 Engineer\*
- 2 Administrative Assistant
- 3 Information Technology Professional
- 4 Professor or Lecturer
- 5 Teacher
- 6 Accountant
- 7 Marketing Professional
- 8 Data Entry Operator
- 9 Architect or Planner
- 10 Computer Programmer

\* Categories of engineers are Electrical (10), Other (6), Civil (6), Mechanical (6), Electronic (4), Chemical (1), and Petroleum (1)

**Table 2.7****Top 5 Languages (Other than Arabic)****Spoken by Syrian Participants**

- 1 English
- 2 French
- 3 Turkish
- 4 German
- 5 Russian

\* Categories of engineers are Electrical (10), Other (6), Civil (6), Mechanical (6), Electronic (4), Chemical (1), and Petroleum (1)

**Table 2.8****Top 5 Languages (Other than Arabic)****Spoken by Palestinian Participants**

- 1 English
- 2 French
- 3 German
- 4 Turkish
- 5 Portuguese

**Table 2.9****Top Languages 5 (Other than Arabic)****Spoken by Iraqi Participants**

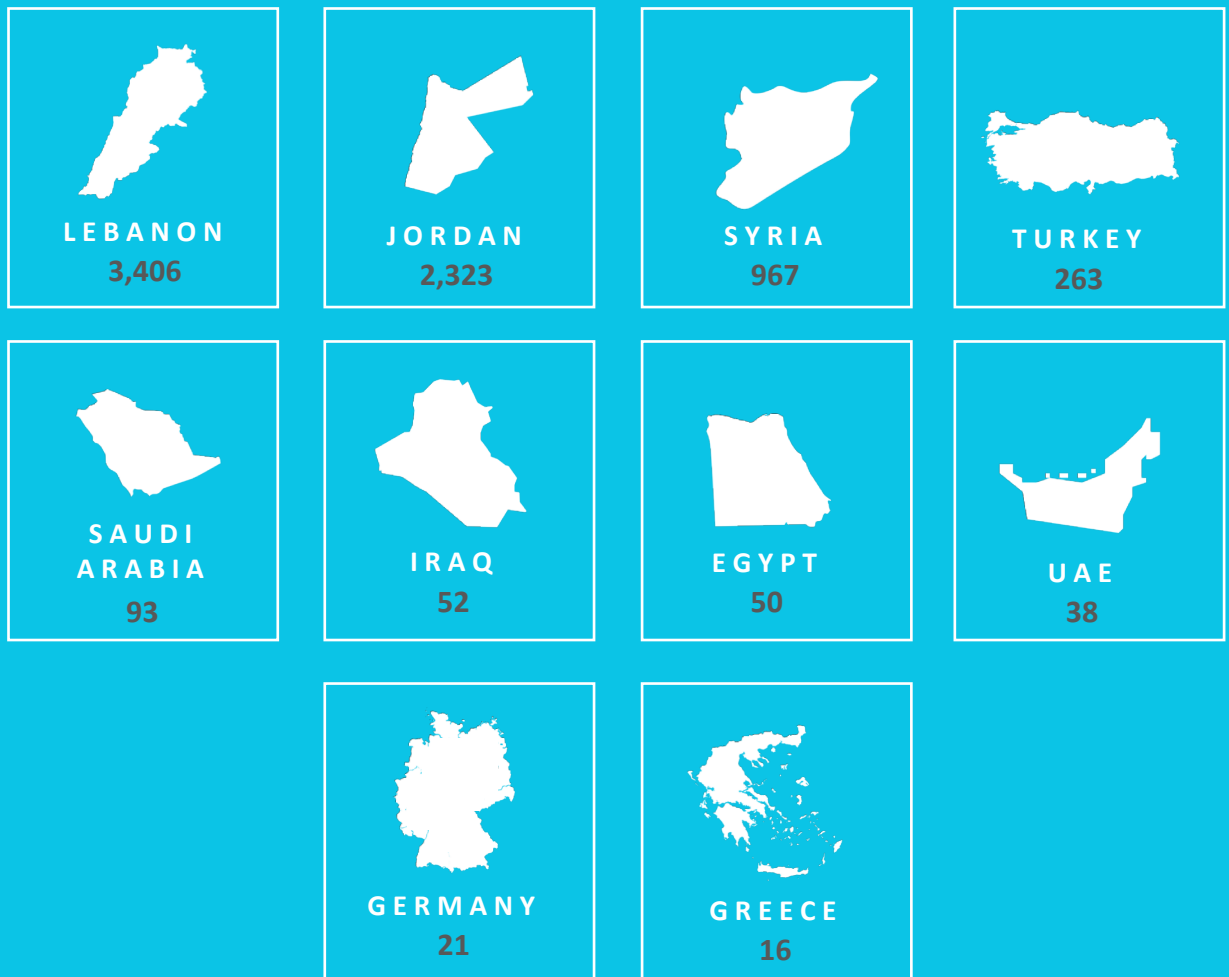
- 1 English
- 2 French
- 3 Kurdish-Sorani
- 4 Turkish
- 5 Kurdish-Badini

## LOCATION

In Table 3, the locations of participants in the Talent Catalog are listed. Note: Location was not a mandatory field at the launching of the Talent Catalog but has since become so; approximately 1,751 profiles do not list a current location.

**Table 3**

### Top 10 Locations



## EDUCATION

Table 4.1 contains the education level of the participants in the Talent Catalog. Chart 4.2 provides the types of post secondary education listed by participants in the Talent Catalog by percentage. Table 4.3 contains the most common majors of participants. Table 4.4 contains the universities attended by participants.

**Table 4.1**

### Post-Secondary Education Levels

Doctoral Degree (43)

Master's Degree (289)

Bachelor's Degree (1781)

Some University (865)

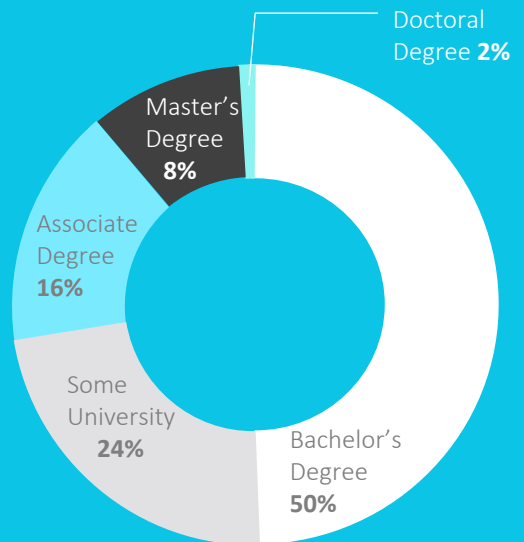
Associate's Degree (565)

Vocational Degree (125)

Some Vocational Training (55)

**Chart 4.2**

### Types of Post-Secondary Education by %



**Table 4.3**

### Top 10 Majors for People with

#### Post-Secondary Schooling

- 1 Engineering
- 2 Business Administration
- 3 Education
- 4 Information Technology
- 5 Law
- 6 Accounting
- 7 Languages
- 8 Computer Science
- 9 Pharmacy
- 10 Statistics

**Table 4.4**

### Top 10 Universities Attended by

#### Participants in the Talent Catalog

- 1 Damascus University
- 2 Aleppo University
- 3 Al-Baath University
- 4 Tishreen University
- 5 Lebanese International University
- 6 Lebanese University
- 7 Beirut Arab University
- 8 Syrian Virtual University
- 9 Philadelphia University
- 10 Al-Furat University

LANGUAGE

Table 5 contains the languages other than Arabic spoken by participants in the Talent Catalog. Chart 5 breaks down the language distribution by percentage. Charts 5.1 and 5.2 show the levels of spoken proficiency for English and French language speakers, respectively, while charts 5.3 and 5.4 do the same for written proficiencies. Tables 5.5 and 5.6 show the top five occupations for participants with intermediate or higher levels of English and French, respectively.

FARSI	-6
KURDISH-BADINI	-5
SUDANESE	-4
SOMALI	-4
GREEK	-3
KURDISH-SORANI	-8
PORTUGUESE	-9
ARMENIAN	-15
ITALIAN	-18
SPANISH	-47
RUSSIAN	-51
GERMAN	-122
TURKISH	-233
FRENCH	-351

Table 5

Top 10 Languages Spoken

Other than Arabic

ENGLISH - 4,013

Chart 5.1

Levels of Reported

English Spoken Proficiency

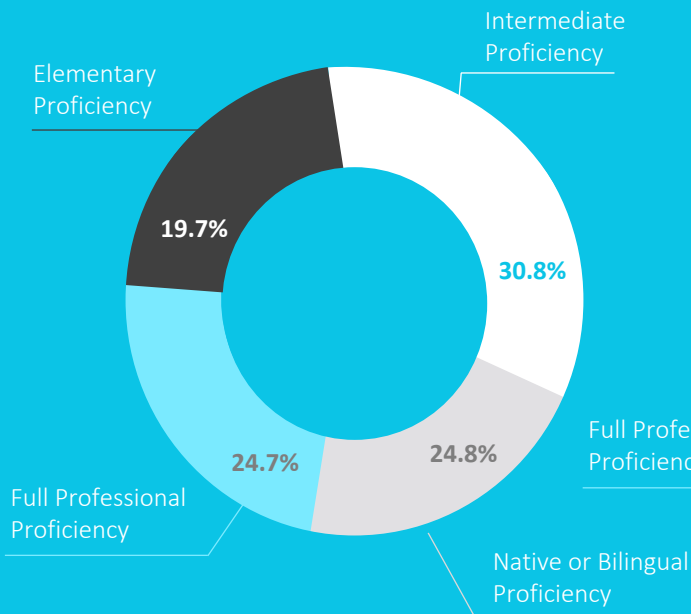
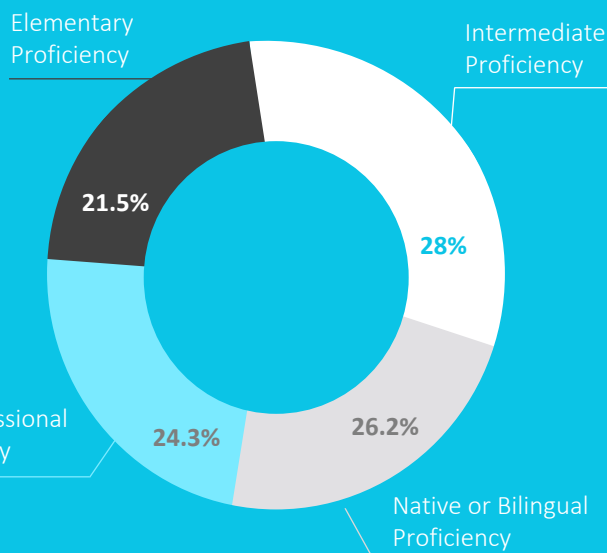


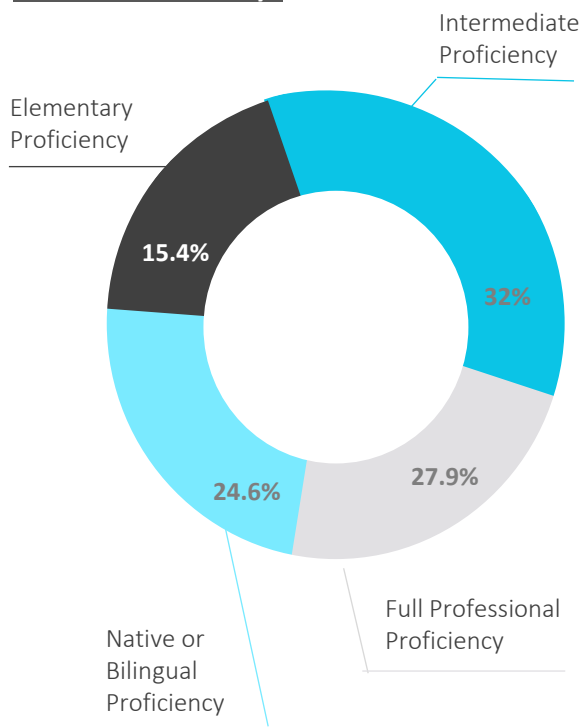
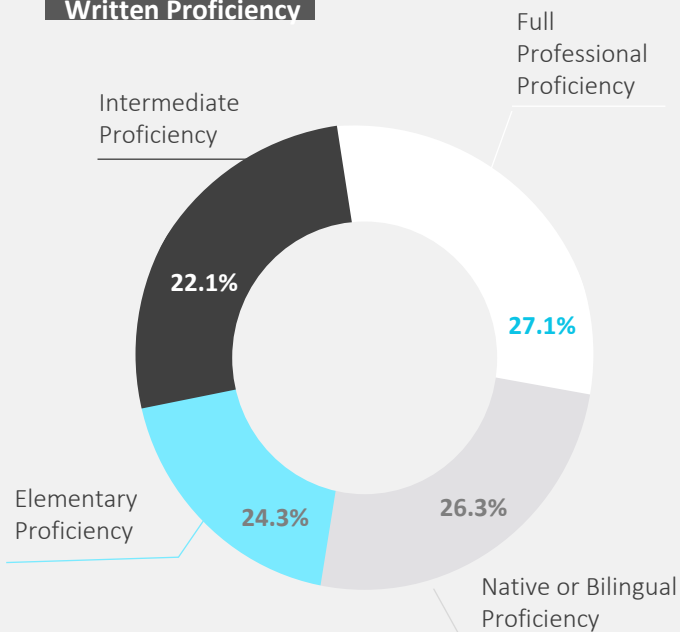
Chart 5.2

Levels of Reported

French Spoken Proficiency





**Chart 5.3****Levels of Reported English****Written Proficiency****Chart 5.4****Levels of Reported French****Written Proficiency****Table 5.5****Top Occupations of English****Speaking Participants**

- 1 Engineer
- 2 Teacher
- 3 Professor or Lecturer
- 4 IT Professional
- 5 Accountant

**Table 5.6****Top Occupations of French****Speaking Participants**

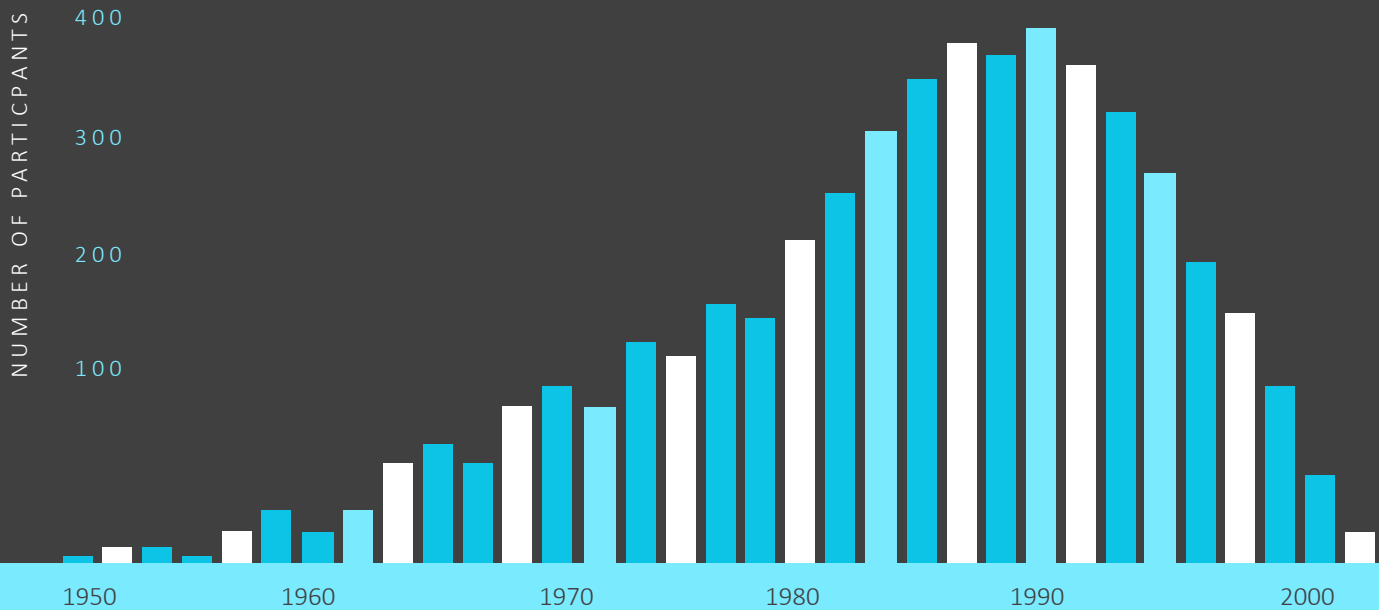
- 1 Professor or Lecturer
- 2 Teacher
- 3 Administrative Assistant
- 4 Marketing Professional
- 5 Pharmacist

## A G E S

The following chart, chart 6, demonstrates the ages of the participants. Table 6.1 lists the most common professions for each age range.

**Chart 6**

### Birth Years of Participants



**Table 6.1**

### Top Occupations By Age Range

#### 18-30 YEARS OLD

- 1 Engineer
- 2 Professor or Lecturer
- 3 Teacher
- 4 Accountant
- 5 Information Technology Professional

#### 31-45 YEARS OLD

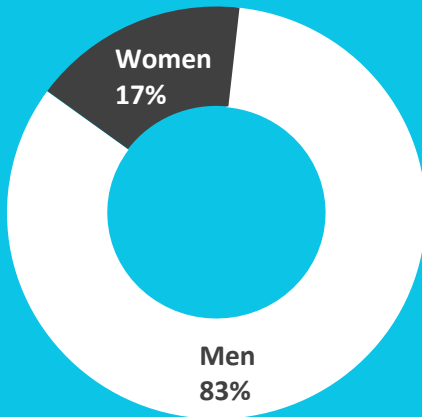
- 1 Engineer
- 2 Professor or Lecturer
- 3 Teacher
- 4 Concrete Placer, Finisher, or Related
- 5 Information Technology Professional

#### 46-60 YEARS OLD

- 1 Engineer
- 2 Motor Vehicle Driver
- 3 Professor or Lecturer
- 4 Concrete Placer, Finisher, or Related
- 5 Teacher

## GENDER

The gender breakdown of the data is in Table 7 below. Tables 7.1 and 7.2 provide the statistics for different occupations for each gender. Tables 7.3 and 7.4 are the most common nationalities of each gender. Charts 7.5 through 7.9 are the breakdowns of each nationality by gender. Tables 7.10 and 7.11 are education levels by gender. Chart 7.12 is the age ranges by gender. The number of participants that listed gender is lower than the total number of participants surveyed, since gender is a recent requirement for registration.



**Chart 7**  
Gender



**Table 7.1**

### Top 10 Occupations of Male

#### Participants in the Talent Catalog

- 1 Engineer
- 2 Professor or Lecturer
- 3 Concrete Placer, Finisher, or Related
- 4 Teacher
- 5 Information Technology Professional
- 6 Accountant
- 7 Electrician
- 8 Marketing Professional
- 9 Computer Programmer
- 10 Business Professional

**Table 7.2**

### Top 10 Occupations of Female

#### Participants in the Talent Catalog

- 1 Professor or Lecturer
- 2 Teacher
- 3 Hairdresser, Barber, Beautician, or Related
- 4 Engineer
- 5 Secretary
- 6 Administrative Assistant
- 7 Accountant
- 8 Social Work Professional
- 9 Pharmacist
- 10 Humanitarian Worker

**Table 7.3**

### Top 5 Nationalities of Male

#### Participants in the Talent Catalog

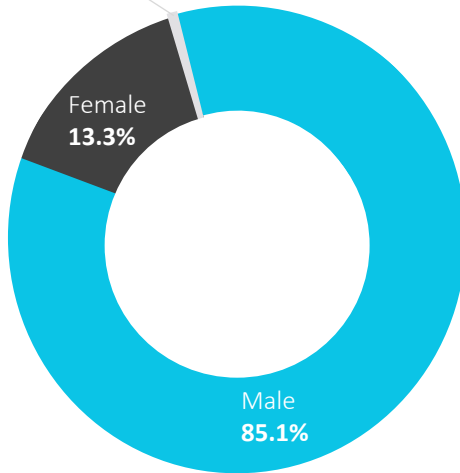
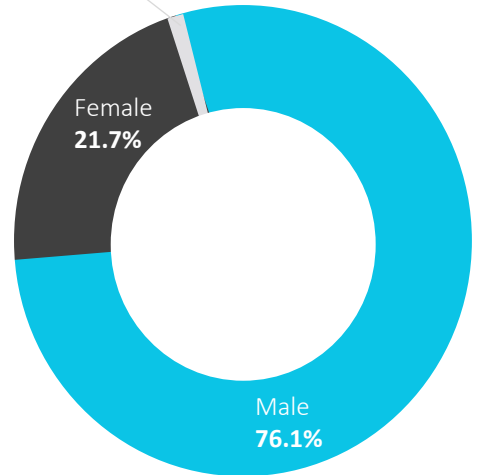
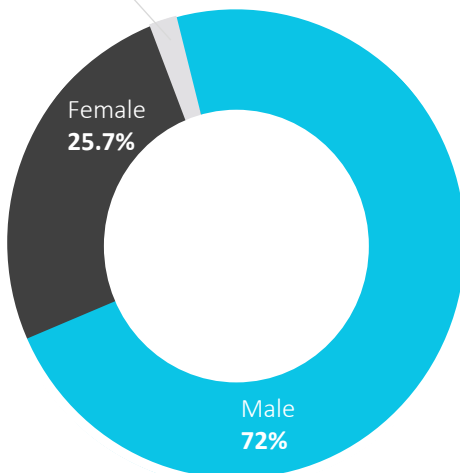
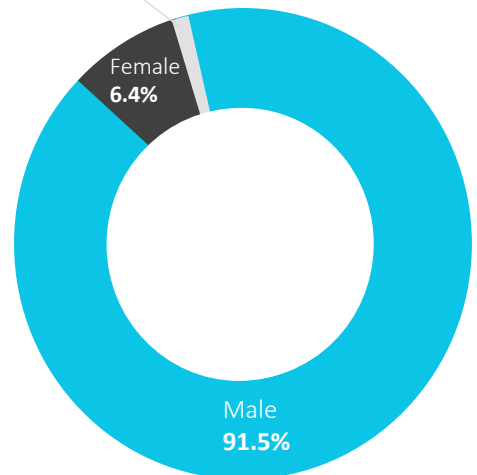
- 1 Syrian
- 2 Palestinian
- 3 Iraqi
- 4 Sudanese
- 5 Yemeni

**Table 7.4**

### Top 5 Nationalities of Female

#### Participants in the Talent Catalog

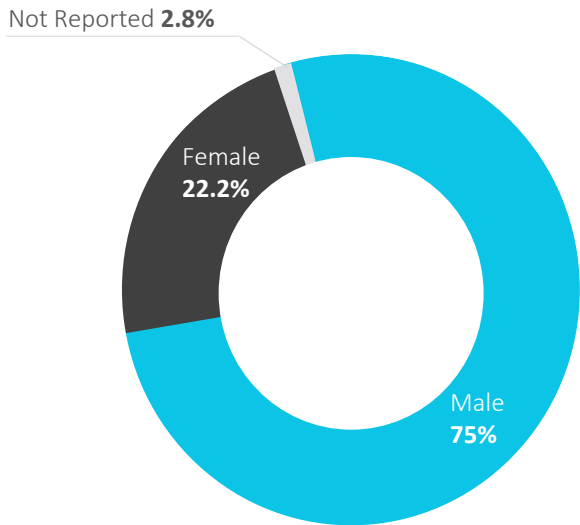
- 1 Syrian
- 2 Palestinian
- 3 Iraqi
- 4 Yemeni
- 5 Sudanese

**Table 7.5****Gender Distribution of Syrian****Participants in the Talent Catalog**Not Reported **1.7%****Table 7.6****Gender Distribution of Palestinian****Participants in the Talent Catalog**Not Reported **2.1%****Table 7.7****Gender Distribution of Iraqi****Participants in the Talent Catalog**Not Reported **2.3%****Table 7.8****Gender Distribution of Sudanese****Participants in the Talent Catalog**Not Reported **2.1%**

**Chart 7.9**

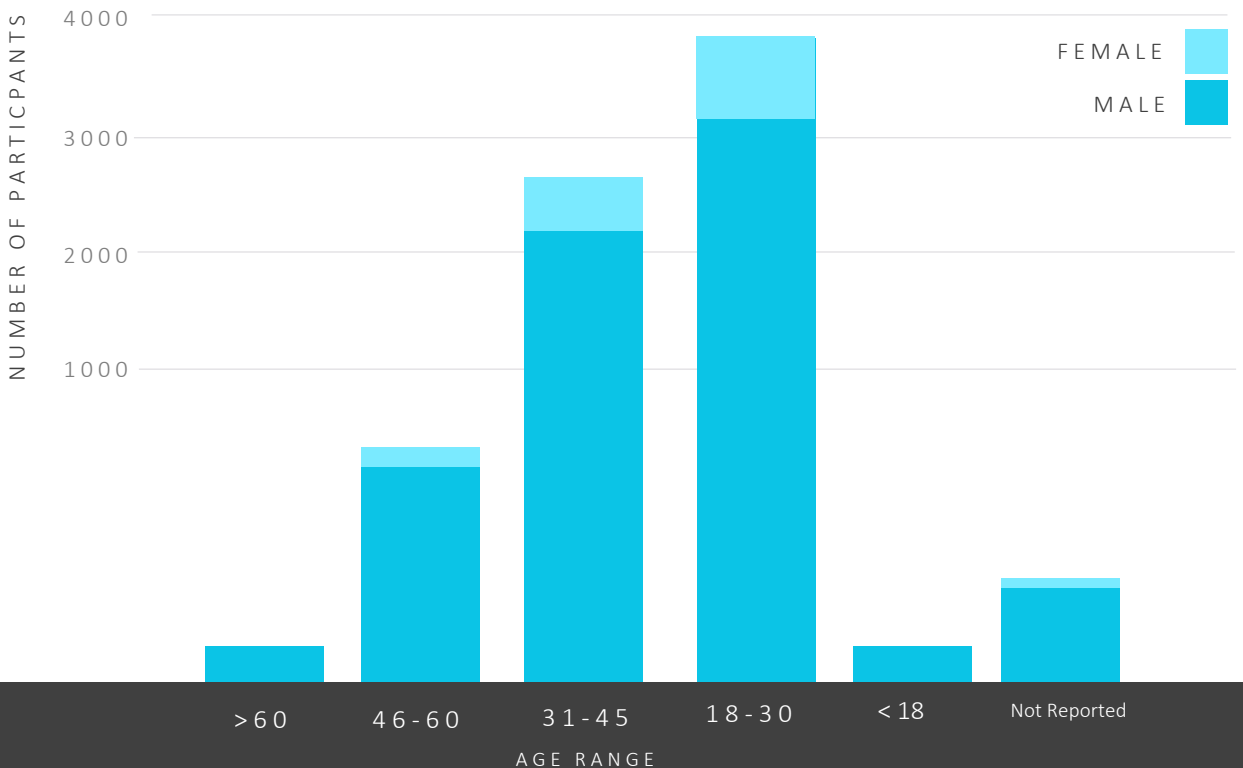
**Gender Distribution of Yemeni**

**Participants in the Talent Catalog**



**Chart 7.12**

**Gender Breakdown by Age**



**Table 7.10**

**Post-Secondary Degrees of Male**

**Participants in the Talent Catalog**

Doctoral Degree - 31  
 Master's Degree - 226  
 Bachelor's Degree - 1425  
 Some University - 642  
 Associate Degree - 447  
 Vocational Degree - 103  
 Some Vocational Training - 49

**Table 7.11**

**Post-Secondary Degrees of Female**

**Participants in the Talent Catalog**

Doctoral Degree - 10  
 Master's Degree - 57  
 Bachelor's Degree - 324  
 Some University - 199  
 Associate Degree - 113  
 Vocational Degree - 17  
 Some Vocational Training - 4

## SKILLS AND CERTIFICATIONS

The following lists, 8.1 and 8.2, are the most common skills and certifications listed in the Talent Catalog. Both skills and certifications are open fields which allow participants to enter text; TBB has consolidated similar entries to identify those with the highest frequency.

### List 8.1

#### Most Common Skills of Participants in the Talent Catalog

*(In order of Frequency)*

Computer  
AutoCad  
Microsoft Office  
Driving  
Adobe Photoshop  
Hunting/Fishing  
Matlab  
Project Management/PMP  
Java  
Painting  
Drawing  
Data Analysis  
Swimming  
C++  
Barber  
Sewing/Embroidery  
C#  
Communication skills  
Accounting  
ETABS  
Agriculture  
Cobbling  
Carpentry  
PHP  
3D Max  
SolidWorks  
ASP.NET  
JavaScript  
Graphic Design  
Python

Other frequently listed skills include soccer, traveling, horseback riding, and poetry.

### List 8.2

#### Most Common Certifications of Participants in the Talent Catalog

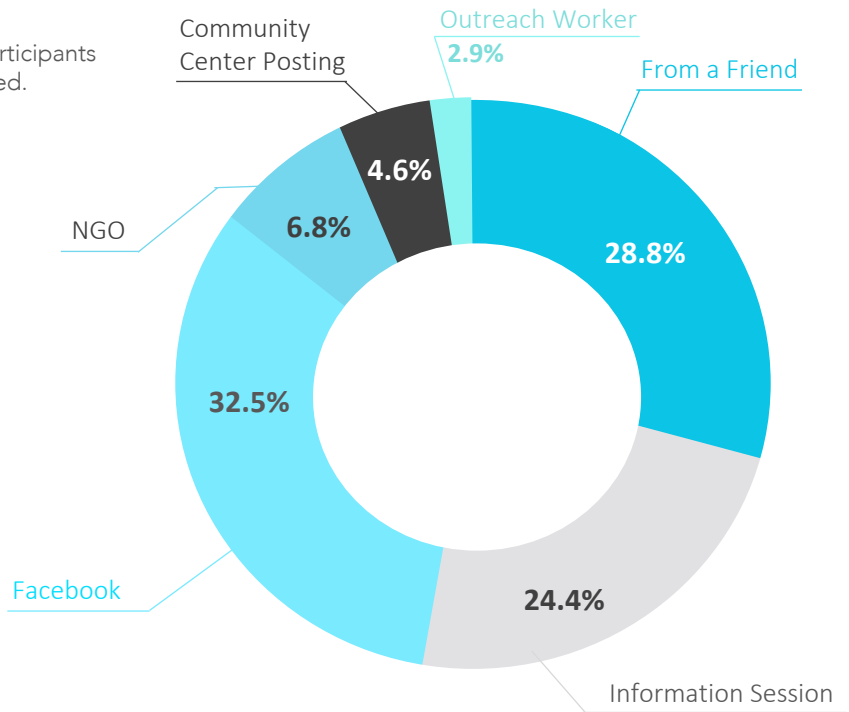
*(In order of Frequency)*

ICDL  
IELTS  
CCNA  
AutoCad  
Photoshop  
APTIS  
TOT  
Computer  
Accounting  
First Aid  
PMP/Project Management  
Driving License  
Life Skills  
Graphic Design  
Nursing  
Basic Life Support  
MCSA/MCSE  
IC3  
A+  
3D Max  
ETABS

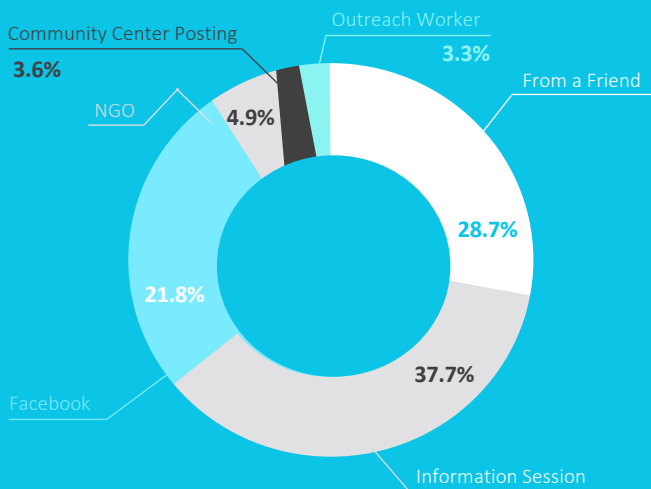
CONNECTION TO  
TALENT BEYOND  
BOUNDARIES

In Table 9, the sources through which participants found Talent Beyond Boundaries are listed. Charts 9.1 and 9.2 shows the percentage breakdown of sources per country.

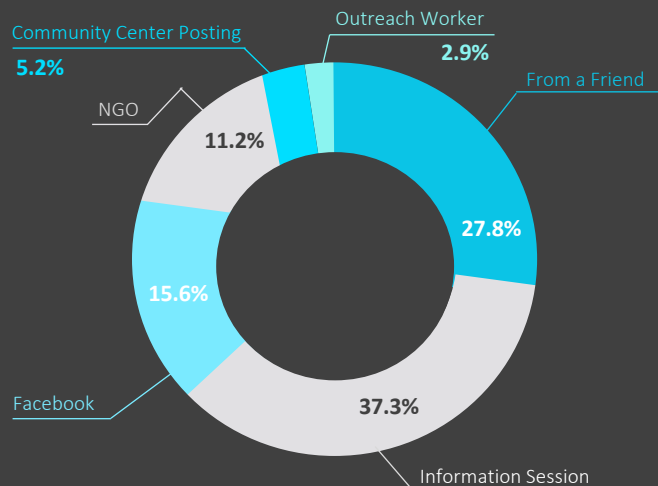
**Chart 9**  
**How Participants Learned About the Talent Catalog**



**Chart 9.1**  
**How Participants in Lebanon Learned About the Talent Catalog**



**Chart 9.2**  
**How Participants in Jordan Learned About the Talent Catalog**



## CONCLUSIONS AND FUTURE DIRECTIONS

Talent Beyond Boundaries aims to be a catalyst for labor mobility for refugees globally, sharing its findings with governments, the private sector, and civil society groups who can engage in the work of making labor mobility for refugees a reality. Today, 150 million people cross borders for work, but the world's 22.5 million refugees face barriers that prevent them from moving where their skills are needed. One of these barriers is the lack of information about the job skills refugees possess; this report is one contribution to overcoming this barrier.



TBB's initial goal was to create a Talent Catalog of 10,000 refugee profiles to show employers the breadth and depth of talent among refugees in Jordan and Lebanon; as the Catalog approaches this number of participants, TBB is slowing its concerted outreach to participants and contributing additional resources towards improving the quality of the data in the Talent Catalog. TBB staff based in Jordan and Lebanon call participants whose profiles are incomplete, or have misplaced or provided incorrect data, to assist them in revising those profiles as necessary.

TBB is also developing partnerships with an aim to provide additional support to Talent Catalog participants on CV writing. TBB will continue development on the Catalog in response to identified errors and user feedback. In addition, TBB conducts targeted outreach through partners and social media for candidates with skill sets that match the hiring needs of our employer partners, as well as skill gaps and industry demands.

Currently, the Talent Catalog does not have an employer-facing interface; Talent Beyond Boundaries staff has exclusive access to the full data set. To facilitate expansion, TBB hopes to integrate its data

with other job platforms around the world to allow a broader range of employers to consider refugee talent among their international hires. Such integration will require particular attention to maintaining the confidentiality of candidates' information. To pilot this possible route to expansion, TBB has integrated a subset of its complete English-speaking profiles with Refugee Talent, an Australian job matching service for refugees who are currently in Australia ([www.refugeetalent.com](http://www.refugeetalent.com)). Integrated profiles exclude any contact or identifying information but include skills and job experiences which allow Australian employers to search for relevant candidates by keywords. Other such integration could allow employers globally to access information about refugee candidates as part of their standard international recruitment efforts.

To date, the Talent Catalog has been a critical tool for helping international employers from a broad range of industries consider qualified talent from among the refugee populations in Jordan and Lebanon. Both the breadth and detail within the Talent Catalog have proven to be key parts of its utility to employers, for whom it can prove to be a unique and needed talent solution.

## APPENDIX 1

## Talent Catalog Data Fields

\*denotes a mandatory field

### Contact Information

First Name

Last Name

Country (The country you are currently living in)\*

Province

District/City/Camp

Nationality\*

Date of Birth

Gender

Phone, WhatsApp, Viber

Email

Best way to contact you (What is the best way for us to reach you?)

Security Questions (3)\* (Please provide this information if you have not set email address. If you forget your password, we will use these questions to verify your identity.)

### Education

Highest Level of Education\*

Major

All degrees earned (Add all degrees you have earned. After completing all fields for one degree, click save, then add another if you have more than one. If you have any diplomas that you would like to upload to your profile, you can do so in the "Additional Information" section in step 4.)

Degree\*

Country you studied in (What country did you earn this degree in?)

University/ Institution

Major/ Specialization\*

Graduation Year\*

Certifications/ Training Courses (Add any relevant certifications or trainings you have received. It is not necessary that you have a copy of the certificate. However, if you have any certificates that you would like to upload to your profile, you can do so in the "Additional Information" section in step 4.)

Certification Name\*

Institution Name\*

Date of Receipt\*

Languages (List any languages you speak here, including your native language.)

**Experience**

All relevant work experience (Add all relevant work experience, internships, or volunteer experience. After completing all fields for one experience, click save, then add another.)

Occupation\*

Industry\* (Specify the type of industry in which you worked. For example, one's primary job occupation might be as an accountant at a company in the healthcare industry.)

Company Name\* (What is the name of the company, organization, government agency, or institution that you worked at? If you worked independently write "Freelance or Independent".)

Position/ Title\*

Location\* (In which country was this job position based?)

Start Date\*

End Date

Is this your current job?

Full time? (Full time/Part time)

Paid? (Paid/Unpaid)

Employee? (Employee/Self-Employed)

Description (Use clear and concise statements to describe what you did in this jobs. Highlight key aspects of your role. Example: Supervised a team of environmental engineers on water systems projects. 500 word limit.)

All relevant skills (Add any relevant skills that enhance your experience (Examples: Autocad, Data Analysis, Project Management, Photoshop, Java, etc.))

Skill\* (60 characters limit.)

Amount of Experience\* (How long have you had experience with this skill?)

**Additional Information**

Additional Information (You can use this space to write a professional profile of yourself or add any additional information that relates to your career and achievements, including awards or honors you have received. You can also write about your personal story here. However be sure to add information about your occupation, education, language abilities, and certificates and training in the appropriate sections of the previous steps.)

*Optional: You can add a link to your online portfolio, personal website, company's website, or profile like LinkedIn*

Attachments

How did you hear about us?

## APPENDIX 2

Presentation of Talent  
Catalog To Participants

*The following text appears on the landing page of the Talent Catalog. It is available in both English and Arabic.*

**Please note:**

Enrollment and participation in our project is free of charge.

This site is available in both Arabic and English. Working proficiency in English is not required for all positions. However, if you are proficient in English and interested in being considered for a job that requires English language proficiency, we encourage you to fill out your profile in English.

Talent Beyond Boundaries cannot guarantee employment. The role of Talent Beyond Boundaries is to facilitate a connection with companies and remove barriers displaced people face to accessing international employment. Talent Beyond Boundaries will not select individual candidates to be hired. Talent Beyond Boundaries will connect qualified applicants with companies seeking their skill sets. The corporate partners will decide whether to make a job offer and the potential candidate will decide whether to accept an offer of employment.

Talent Beyond Boundaries is a nonprofit organization with no political or religious affiliation.

Talent Beyond Boundaries is collaborating with humanitarian organizations such as SPARK, the implementing partner for the project.

TBB's pilot project includes displaced people currently living in Jordan and Lebanon. The program is focused on assisting refugees access international employment by addressing the unique barriers they face to obtaining these opportunities. For Jordanian, Lebanese, and other nationals interested in international employment opportunities, we recommend visiting existing job boards such as Bayt.com or HireLebanese.com.

Help prove that people who are displaced by conflict can and should be hired for global jobs by sharing information about your skills and experience in this talent catalog. If you create a profile on the Talent Catalog, you will be able to download a CV.

**The steps involved:**

1. We build a broad talent catalog that includes information about your work experience, education, and skills. The lead developer of the talent catalog is a Syrian who was forced to flee his home, lived as a refugee in Lebanon, and was resettled in Canada in 2015.
2. We are using this catalog to show corporations that those who are displaced have skills and talents that the private sector should consider hiring during their international recruiting. TBB is currently working with corporate partners in Canada and Australia in the IT and engineering/construction sectors, while we continue to seek more corporate partners in different sectors and countries. There are skill gaps around the world, especially in Central Asia, South America, Africa, and other countries. Examples of workers in high demand include engineers, IT and telecommunications technicians, computer programmers, medical professionals, skilled trade workers (like electricians and plumbers), and more. Participants selected in our program could be connected to employment opportunities in countries throughout the world, except in the U.S. and Western Europe, and currently not the Gulf. Skills and language verification testing and identity verification will be performed on candidates that match employers' hiring needs. TBB will help facilitate legal travel for selected candidates using work visas.
3. We are implementing a pilot project with those who are displaced and living in Jordan and Lebanon and face legal barriers to accessing employment, and we plan to initially match 30 people who have the skills needed by corporations abroad. After completion of the pilot project, we plan to scale up to connect tens of thousands of displaced people to international employment around the world.

### Contact and Questions

Talent Beyond Boundaries staff and their partners will never ask you for any form of payment for registering or to receive a job offer. **TBB is a not-for-profit organization and we do not charge any money for our services.** Do not share your username or password, or any payment method, as any such request is fraudulent. If anyone makes such a request, please alert TBB immediately.

TBB has no phone number affiliated with it. If you wish to contact TBB you can do so through our email address: [jordan@talentbeyondboundaries.org](mailto:jordan@talentbeyondboundaries.org) or [lebanon@talentbeyondboundaries.org](mailto:lebanon@talentbeyondboundaries.org), the contact us section of our website, or through our Facebook and we will do our best to respond to the inquiry. Please consult our Frequently Asked Questions before inquiring. Any form of contact that is not present in these locations is not affiliated with our project. TBB may contact participants by phone to help them improve their profile or if an employer is interested in their profile. TBB reserves the right to delete inactive profiles that are completely unfilled after 3 months of inactivity. TBB will not ask for personal identifying information like details about personal documentation such as national ID or passport over the phone. Initial intake sessions for potential candidates that match our corporate partners hiring needs will be conducted in-person in the centers of our partners.

In addition, TBB's outreach volunteers conduct information sessions throughout Lebanon and Jordan to answer further questions. They can be identified with their SPARK ID, TBB's implementing partner. To see about an information session near you, you can email us to inquire. Further information about our pilot project and a live tutorial about how to register can also be found on our youtube channel. Talent Beyond Boundaries will post frequent updates on new developments here.

## APPENDIX 3

Sample Profile from  
the Talent Catalog

*Note: some information on this profile has been excluded or changed to maintain the anonymity of the candidate.*

Education

**Degree:** Bachelor's Degree

**Major or Specialization:** Civil Engineering

**Graduation Year:** 2015

Language**English**

Speaking: Full Professional Proficiency

Reading and Writing: Full Professional Proficiency

**Arabic**

Speaking: Native or Bilingual Proficiency

Reading and Writing: Native or Bilingual Proficiency

Experience

**Occupation:** Engineer (civil)

**Position/Title:** Site Engineer

**Employer Type:** Medium size steel construction company

**Location:** Syria

**Start Date:** 2014

**End Date:** 2015

**Description/skills:**

Supervising and organizing steel projects under construction

Managing over 50 workers (including those operating heavy construction machines)

Management of construction projects, overseeing building work, undertaking surveys

Setting out sites and organizing facilities

Ensuring projects meet agreed specifications, budgets or timescales

Liaising with clients, subcontractors and other professional staff

Checking and preparing site reports, designs and drawings

Ordering and negotiating the price of materials

**Occupation:** Engineer (construction)

**Position/Title:** Construction Engineer

**Employer Type:** Medium size steel construction company

**Location:** Syria

**Start Date:** 2013

**End Date:** 2014

**Description/skills:**

Designing construction computer models for concrete, metallic and composite structures using : CSI ETABS, STAAD.pro, and Autodesk AutoCAD.

Analysis and design according to UBC, ASCE, IBC.

Specialty in Composite and Steel Structures.

Other Notes

Other skills include Microsoft Office and Photoshop.

## APPENDIX 4

## Partner Organizations in Outreach

*International and local organizations have been instrumental to supporting TBB's outreach to refugee registrants in the Talent Catalog. TBB and its implementing partner, SPARK, collaborated with the following organizations in a variety of ways to conduct outreach including: hosting information sessions on their premises, sharing messaging about TBB with their beneficiaries in person or through social media, inviting their beneficiaries to information sessions, or briefing their staff about the Talent Catalog in order to make referrals.*

## Lebanon:

AlShark  
Amel  
Basmeh & Zeitouna  
British Council  
Insan  
International Refugee Assistance Project (IRAP)  
International Rescue Committee (IRC)  
International Relief and Development (IRD)  
Jusoor  
LASER  
Lost  
Makhzoumi Foundation  
MAPS  
Mercy Corps  
Palestinian Students Fund (PSF)  
Salam  
Save the Children  
SAWA  
Sawagroup  
SPARK  
The Lebanese Women Democratic Gathering  
UNHCR  
United Lebanon Youth Project (ULYP)  
UNRWA  
Union for Relief and Development (URDA)

## Jordan:

Al Azweh Association  
Al Hallabat Association for the Development of Al Badiya  
Al Hikma Social Development  
Al Mutamayzeen Charity  
Al Sahaba Association  
Al Saliheen Association  
Basha'er Al Khair Association  
Bayt Al Asayel Association of Fine Arts  
Collateral Repair Project  
Community Thread  
Danish Refugee Council (DRC)  
Faith Spring Association  
Family Development Association  
Hamamat Al Salam (Peace Dove) Association  
I-Learn  
International Refugee Assistance Project (IRAP)  
International Rescue Committee (IRC)  
Islamic Relief  
Jesuit Refugees Services  
Jordan River Foundation (JRF)  
Jordan Gift Association  
Jordanian Women's Union (JWU)  
Kherbet Al Souq Women Association  
Kiron  
SPARK  
UNHCR

## APPENDIX 5

## Professions Included in Industries

The data included in Table 1.1, Top 10 industries, was compiled from TBB's list of occupations. All of the occupations listed below are sourced from within the Talent Catalog, so occupations within these industries without representation in the Talent Catalog have not been included. People who have held positions in multiple distinct jobs within the same industry may be counted as duplicates, i.e. a person who has been both a professor and a teacher. The occupations within each industry are as follows:

**Education**

Professor or Lecturer  
Teacher  
Special Education teacher  
Education methods specialist

**Construction:**

Concrete placer, finisher, or related  
Architect or planner  
Floor layer or tile setter  
Builder (traditional materials)  
Building construction laborer  
Plasterer, painter, or varnisher  
Bricklayer or stonemason  
Upholsterer or related worker  
Construction laborer (roads, dams)  
Draughtsperson

**Engineering:**

Civil engineer  
Mechanical engineer  
Electrical engineer  
Engineer (other)  
Electronic engineer  
Petroleum engineer  
Biomedical engineer  
Chemical engineer

**Healthcare:**

Pharmacist  
Healthcare professional (other)  
Nurse  
Medical doctor  
Dentist  
Pharmaceutical assistant  
Physical therapist  
Dentistry professional  
Dietician and nutritionist  
Optometrist or optician  
Hospice care  
Pharmacologist and pathologist  
Midwife  
Social work professional  
Veterinarian

**Manufacturing:**

Assembler (mechanical-machinery)  
Assembling labourer  
Assembler (electrical equipment)  
Manufacturing labourer

Machine operator (cement/ other minerals)  
Machine operator (baked-goods, cereal, or chocolate products)  
Mechanic  
Electrical mechanic  
Metal worker  
Mechanical engineer  
Welder and flame cutter  
Safety, health and quality inspector  
Electrician

**IT/Technology:**

IT professional  
Computer programmer  
Data entry operator  
Robotic specialist

**Food Services and Hospitality:**

Cook  
Waiter, waitress, bartender, restaurant worker  
Baker or pastry cook  
Street food vendor  
Food and beverage taster  
Butcher or fishmonger  
Companion or valet  
Child-care worker  
Housekeeper

**Sales/Marketing:**

Marketing professional  
Sales professional  
Sales representative

**The Arts:**

Graphic designer  
Photographer  
Writer  
Photographer, image or sound equipment operator  
Performing artist  
Filmmaker  
Musical instrument maker or tuner  
Cartoonist  
Decorator or commercial designer

**Business and Finance:**

Business professional  
Corporate director or chief executive  
Finance professional  
Economist  
General manager (own or small business)  
General manager (wholesale or retail)



## APPENDIX 6

Top 100 Occupations in  
the Talent Catalog

Engineer*	380
Professor or Lecturer	245
Teacher	209
Accountant	144
Information technology professional	142
Concrete placer, finisher or related	142
Marketing professional	110
Electrician	105
Computer programmer	101
Administrative assistant	100
Business professional not elsewhere classified	98
Hairdresser, barber, beautician or related	94
Tailor, dressmaker or hatter	93
Motor vehicle driver (cab, truck, or other)	87
Blacksmith, tool maker, or forge worker	84
Data entry operator	71
Waiter, waitress, bartender, restaurant worker	70
Baker or pastry-cook	65
Humanitarian worker	63
Social work professional	63
Builder (traditional materials)	63
Woodworker	60
Cook	60
Healthcare professional (other)	59
Floor layer or tile setter	54
Sales professional	53
Sales representatives/merchant/trader	52
Pharmacist	51
Sewer, embroiderer or related	49
Decorator or commercial designer	49

Architect or planner	47
Mechanic (machinery)	45
Carpenter or joiner	45
Healthcare professional (nurse)	44
Corporate director or chief executive	44
Graphic designer	42
Secretary	42
Social scientist	42
Student	40
Street food vendor	37
Decorator and commercial designer	36
Athlete or sportsperson	35
Healthcare professional (medical doctor)	34
Craft and related trades worker (pottery, hand metal work, glass maker, painter, jewelry etc.)	31
Building construction labourer	31
Plasterer/painter/varnisher	31
General manager (own or small business)	30
Sales representative/merchant/trader	30
Dentist	29
Farmer (crop and vegetable)	29
Craftsman (wood, textile, leather)	27
Lawyer	26
Plumber or pipe fitter	26
Agricultural, fishery or related laborer	23
Mechanic (electrical)	22
Bookkeeper	22
Special education teacher	22
Motor vehicle drivers (cab, truck, etc.)	22
Driver and mobile-plant operator	22
Photographer	20
Pharmaceutical assistant	19
Agricultural, fishery and related laborer	19
Safety, health & quality inspector	18

Bricklayer or stonemason	18
Nursing	17
Food & beverage taster or grader	17
Writer	17
Child-care worker	17
Manufacturing labourer	17
Employment agent or labour contractor	16
Assembler (electrical equipment)	16
Livestock Worker	16
Photographer, image or sound equipment operator	16
Chemist	15
Finance professional	15
Education methods specialist	14
Mining and quarrying worker	14
Statistician	14
Companion or valet	14
General manager (wholesale and retail)	14
Healthcare professional (physical therapist)	13
Veterinarian	13
Agronomist or related	12
Butcher or fishmonger	11
Welder and flame cutter	11
Performing artist (musician, actor/actress, etc.)	11
Police officer	10
Teller or other counter clerk	10
Cartographer or surveyor	10
Performing artist (musician, actor/actress, etc.)	10
Assembler (mechanical-machinery)	10
Dentistry professional	10
Filmmaker	10
Poultry producer	9
Insurance	9
Garbage collector	8

Upholsterer or related worker	8
Economist	8
Other legal professional	8
Dietician and nutritionist	7

*\*Categories of engineers include: Civil (115), Mechanical (81), Electrical (67), Other (48), Electronic (39), Petroleum (13), Biomedical (9), Chemical (8)*



TALENT BEYOND  
—BOUNDARIES—