

## Professional Summary

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Enterprising Managing Partner with over 15 years of experience in the various customer interfacing industries. Adept at building and leading high-performance teams, an innovative, efficient, an decisive business partner across the board, and a professional training practitioner with a high focus on retail training

## Skills

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- Strategic planning
- Discovery processes
- Consulting
- Staff management
- Adult learning theories
- Training solutions development
- Process evaluation and enhancement
- Course development
- Recruiting and Hiring
- Process development and implementation
- Detail oriented

## Work History

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### Managing Director

10/2019 to Current

#### Blue Business Services – Cairo, Egypt

Blue Business Services is an entrepreneurial service provide that specializes in supporting and developing SMB to push their business, management, and human human capital forward into the future, through smart tailored program that is suitable for all types, forms, and levels of business

### Managing Partner

01/2019 to Current

#### Retail Business School – Cairo, Egypt

Retail Business School specializes in providing results driven, wholesome, and innovative training and development solutions to the retail sector that are localized to fit the local culture, to improve operational and administrative performance, increase employee performance and deliver ultimate customer experience

### Training Academy Manager

01/2018 to 12/2018

#### Maa Al Thahab Fragrances – Cairo, Egypt

- Set the business and operation plan to launch MAT Training Academy providing billable training services to the company employees, partners, and franchisees through a self-sustaining separate business unit
- Design training policy, content, and plan

#### Head of Human Resources

- Develop and implement HR policy and procedure
- Create a salary scale along with a leveling and grading system
- Restructure the company to generate a more efficient working environment
- Automate the payroll process and execute it through a banking system

## **Corporate Training Manager**

11/2015 to 12/2017

### **Faisal Al Rashid Group – Cairo, Egypt**

- Create a training plan for all territories based on functional competencies requirement.
- Estimate and monitor budget expenditure for all the training activities in all countries.
- Develop the training curriculum for all in house training and compile them in an archived library for company use.
- Arrange for outhouse training activities with training providers across the territories.
- Report to the GHRD with the monthly training activities and the training department performance.
- Deliver training sessions across all levels and countries for various subjects

### **Act as: Human Resources and Admin Affairs Manager for Egypt (6 months).**

- Plan and execute the recruitment plan for the company, and oversee the hiring and onboarding process for all levels.
- Maintain all employees files and records and created a digital record for all files.
- Execute the company's payroll.
- Perform all of the company's internal investigations.
- Oversee the license status for all stores and the necessary permits.
- Oversee the company fleet and it's Maintenance (12 vehicles).
- Developed the company internal policy in lieu with the Egyptian labor law and country regulations

### **Act as: Information Technology Manager for Egypt (7 months).**

- Launched the ticketing system along with the IT Hotline and ensured they are fully operational.
- Completed a full stock take for the IT inventory with effective In/Out process.
- Reduced purchase cost drastically by sourcing new suppliers and purchase channels.
- Implemented a complete overhaul for the company data center.

## **Training Manager**

05/2015 to 10/2015

### **Semiramis InterContinental Hotel – Cairo, Egypt**

- Oversee the development and execution of the annual training plan based on IHG global standards and the hotel training needs.
- Head the Personal Development Plan compilation process and liaise with departmental trainers to inject the results in the annual training plan.
- Lead the IHG Academy initiative with the Faculty of Tourism and Hospitality hosting 70 summer trainees
- Monitor their attendance and performance, document their performance, collect and review the trainees reports on their training experience and plan the graduation ceremony.
- Hold the monthly trainers communication meeting with 21 departmental trainers to discuss their progress versus the 6 months training plan, their compliance to brand standard requirements.
- Interview, select, and oversee the performance of Ebtesama foundation trainees (teenagers with disabilities) with the support of departmental trainers.
- Head of the Celebrate Service Week committee.
- Acting project manager for Heart Of House for the hotel.

## **Organizational Development Manager**

07/2014 to 01/2015

### **Faisal Al Rashid Group – Cairo, Egypt**

- Source and interview candidates for open vacancies and for potential candidates pool.
- Document all recruitment activities and design and generate performance reports.
- Follow up and maintain all recruitment channels, report all of their activities.
- Develop the training plan for all company employees.
- Design and deliver sales training for store employees.
- Design and deliver training session for the company PMS to the management team in all territories.
- Design and deliver TTT for select employees.

**Senior Regional Retail Management Trainer**

05/2013 to 06/2014

**Magrabi Retail** – Cairo, Egypt

- Deliver Selling and Customer Service skills training across the company.
- Deliver PDR training for all office employees and retail managers.
- Develop the presentation skills training for all office employees.
- Co-develop and deliver Management training for all Magrabi managers across the company.
- Compile and write the Talent Development department SOP manual.
- Prepare the annual training budget for the Talent Development Department.

**Talent Development Senior Specialist**

01/2011 to 05/2013

**Magrabi Retail** – Cairo, Egypt

- Coordinate internal and external training programs for company employees
- Plan, coordinate, and deliver onboarding programs for new hires
- Train all store employees on selling and customer service skills
- Initiated English language courses incentive program
- Prepare, and monitor the annual training budget for the Talent Development Department
- Designed a dynamic training records system which was used to generate performance reports
- Launched in coordination with IT SAP Training and Learning Solution, which involved:
- Designing and implementing master data catalogs
- Uploading historical data for all Magrabi employees
- Planning a second phase of the project for integrating a live training budget module
- System administration
- Developed and delivered PDR training for all office employees and retail managers

**Training & Quality Specialist**

12/2009 to 06/2010

**Sykes Enterprises** – Cairo, Egypt

- Deliver training to new hires for the Sony VAIO EMEA, Technical, CRM, and skills training
- Mentor new hires, resulting in stronger staff development and increased productivity
- Monitor telephone and email transactions based on Sykes quality monitoring protocols
- Prepare periodical skill verification tests for the team
- Collaborate with the regional operations team to evaluate and address training needs

**Operations Support Trainer**

01/2009 to 01/2010

**ECCO** – Cairo, Egypt

- Deliver orientation and customer service skills training sessions to new hires
- Develop testing and evaluation procedures
- Develop and organize training manuals, multimedia visual aids, and other educational materials
- Develop the training department reporting system
- Develop the training department processes and represent the department in the COPC certification committee

**IT & Customer Service**

06/2004 to 10/2008

**Multiple Companies** – Cairo, Egypt

- Saudi Arabian Airlines Catering
  - TechnoWireless
  - OSN
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# Training Course Design & Delivery

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## **Created, Developed, and Delivered:**

- Retail Champion, *Retail Business School*
- Retail Leader, Retail Business School
- Retail Hero, Retail Business School
- Basic Professional Interaction, *Maa AlThahab Academy*
- Performance Management, *MAGRABI Retail*
- Store Telephone Etiquette, *MAGRABI Retail*
- Presentation Skills, *MAGRABI Retail*
- Performance Management, *Faisal Al Rashid*
- Train The Trainer, *Faisal Al Rashid*
- Basic Selling Skills, *Faisal Al Rashid*
- Product training (Client Knowledge) *ECCO*

## **Developed and Delivered:**

- Management Training for store managers, *MAGRABI Retail*
- Selling and Customer Service, *MAGRABI Retail*

## Certifications

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- **Customer Service Techniques** | Showtime Academy, Cairo January 2006
- **Leadership skills for managers** | IT Synergy, Cairo February 2009
- **Basic Product Knowledge** | Daihatsu, Cairo March 2009
- **Creative thinking** | Orascom (OTT), Cairo June 2009
- **Office Safety Training** | Alison.com September 2009
- **Directive Communication (level 4 Practitioner)** | DC International, Cairo December 2011
- **Train The Trainer: From Design To Delivery** | Meirc, Dubai December 2012
- **Train The Trainer** | Quest, Cairo June 2013

## Education

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**Bachelor of Science:** Management of Information Systems  
**International Thebes Academy** - Cairo, Egypt

08/2010

## Languages

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- Arabic: Mother tongue
- English: Fluent
- Turkish: Basic