

Hazem Mabrouk

Assoc CIPD

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- A triple major graduate bearing vast academic and professional knowledge in medical, human resources and education fields.
- I am looking forward to building a career that matches my qualifications and my experience within a leading organization, being a professionally qualified senior L&D professional with (8+) years of experience in customer services and business in robust multinational environments. Along with well-developed academic studies in the field of Training, recruitment, human resources management and ELT.
- Conceptualizing & developing training & development initiatives for improved productivity, building capability and quality enhancement; organizing training programs of internal & external agencies, developing multi skills as per defined standards especially in Medical field or ELT.
- Identifying training needs across levels through mapping of skills required for particular positions and analysis of the existing level of competencies.



Work Experiences

Teleperformance GCC

➤ Aug 2020 Till now:

• **Position: Training Assistant Manager**

Duties and Responsibilities:

- * Managing a team of 7 trainers
- * Reporting and leadership
- * connecting with senior leadership and provide consultancy
- * attending business review meeting and strategy alignment



Teleperformance
each interaction matters

➤ 01 Dec 2018 Till Aug 2020:

• **Position: Trainer**

Duties and Responsibilities:

- * Responsible for new hires and existing employees training and continuous learning process.
- * SPOC of Knowledge and Processes that are being run in the Ministry
- * Soft skills and business demand trainer
- * UAE Labor Law – Emaratization “Tawteen Trainer”
- * Lead Trainer for Contact Center Happiness centers including Chat – Email support and Social media.
- * Maintained dashboards and all necessary training reports
- * Meet with client and stakeholders for all training concerns and MBR

Intelnet Global services

➤ 01 July 2017 Till Dec 2018:

• **Position: Master Trainer, L&D specialist**



Duties and Responsibilities:

- * Responsible for new hires and existing employees training and continuous learning process.
- * Customer service oriented and customized training programs to meet the needs of the learning process.
- * Responsible for the learning and development of Medcare Hospitals and clinics in Dubai, Dubai Design District, Damac facility Management, and Dubai International Financial Center.

National Bank of Abu Dhabi

➤ **01 July 2014 Till June 2017:**

▪ **Position: Business Trainer**



Duties and Responsibilities:

- Responsible for developing, implementing & modifying training program to ensure effectiveness of programs delivered to call center/customer service personnel
- Identified individuals' progress and additional training need
- Developed program with new products and/or services
- Used questioning techniques (open, closed, directed) and training materials (leader guide, participant materials, job aids)
- Demonstrated verbal communication skills (grammar, volume, jargon-free, tone & tempo), presentation skills (eye contact, body language & non-verbal), writing skills (grammar & spelling) and high degree of professionalism, flexibility & integrity
- Analyzed learner needs (clarification, examples, feedback, coaching and listening)

Vodafone International Services

➤ **01 July 2010 - June 2014 :**

▪ **Position: Soft Skills and technical Trainer UK account**



Duties and Responsibilities:

- Responsible for developing, implementing & modifying training program to ensure effectiveness of programs delivered to call center/customer service personnel
- Identified individuals' progress and additional training needs
- Developed program with new products and/or services
- Used questioning techniques (open, closed, directed) and training materials (leader guide, participant materials, job aids)
- Carried out activities such as simulations, breakout rooms, quizzing, etc.
- Demonstrated verbal communication skills (grammar, volume, jargon-free, tone & tempo), presentation skills (eye contact, body language & non-verbal), writing skills (grammar & spelling) and high degree of professionalism, flexibility & integrity
- Analyzed learner needs (clarification, examples, feedback, coaching and listening)

Major Achievements:

- Achieving best employee with highest end year appraisal rated (exceptional performance)
 - Achieving best results with the team enrolled for ER (Emergency Room Model)
 - Awarded entrepreneur YLI program from Vodafone nominated for "achieving a personal victory and communicating for impact"
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Vodafone International Services

➤ 01 October 2008 - June 2010:

• Position: Contact Center Advisor



Duties and Responsibilities:

- Answer Customer Queries and help with solving their product related issues
- Achieve call center KPI's according to KPI's Matrix
- Conduct and prepare Briefings on Daily Basis
- Manage team delegation upon team managers leaves.

Freelance Trainer – Part Time (2008 till Now)

- TOT (Training of Trainers)
- English Trainer (General Egyptian society for talented welfare)
- Project Management
- In Life Coaching
- Strategic Management
- Intellectual and communication skills (Sira Academy)
- Presentation Skills
- Medical English Trainer
- Private Academic Tutor ``



Training &
Development



[August 2016] The Cambridge Certificate of English Language Teaching For Adults

- Grade: Pass, Awarded from the British Council in Abu Dhabi, UAE



[2011-2012] Human Resources Management post graduate diploma, AUC, Cairo

-Courses

- Recruitment and Talent acquisition
- Training and development.
- Performance management and assessment
- Compensation, benefits and HRIS



[2010-2011] Training of Trainers post graduate diploma, AUC, Cairo

-Courses

- Training needs analysis (TNA)
- Training venue management and Training tools
- Return on Investment (ROI)



[2004-2010] B.Sc. of Clinical Pharmacy & pharmaceutical sciences, Ain Shams University, Cairo, Egypt.

-Courses include:

- Clinical Pharmacy practice
- Patient Counseling
- Marketing
- Pharmacology
- Medicinal Photochemistry
- Microbiology
- Pharmaceutics, Analytical, and pharmaceutical Chemistry



Grade: Good with Honors

➤ **Skills**

➤ **Communication Skills:**

- Effective Communication and Training skills.
- Core Values & code of Ethics
- Develop leadership skills & Team building
- Enhance communication skills

➤ **Computer Skills:**

- **Operating System**
Windows XP, Vista, Win 7, Win 10
- **Office Suits (ICDL)**
Office 2003/2007/2010, 2016
- **Software:**
CRM, RTM, HR SAP, ERP
- N+ (Microsoft Certified)
- A+ (Microsoft Certified)

➤ **Language Skills:**

- **Arabic:** Native
- **English:** Native Level (academic IELTS score:8)
- **French:** Good Command

➤ **Competences:**

- Ability to work well with all levels of management and personnel
- To work as a key player in the challenging & creative environment.
- High-profile of interpersonal skills to handle sensitive and confidential situations and documentation.



Personal

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|-------------------------|-----------------------------|---------------------------|-----------------------|
| • Date of Birth | : Jan.11 th 1987 | • Military Status | : Full Exemption |
| • Marital Status | : Married | • Driving license: | : Available and valid |

Hazem Mabrouk.