

UMAR HUSSAIN

LEARNING & DEVELOPMENT LEADER | SALES TRAINER | TALENT DEVELOPMENT

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LANGUAGES: URDU (*NATIVE*), ENGLISH (*FLUENT*)

LOCATION: RAS AL KHAIMAH, UAE



PROFESSIONAL SUMMARY

Learning & Development leader & Sales Enablement Trainer with deep ILT/VILT facilitation, coaching, and assessment across real estate and retail. I design and deliver high-impact sales bootcamps, onboarding, and leadership workshops that translate to performance. Built an enterprise LMS, redesigned onboarding, executed talent development strategies; at Dubizzle, 55% of new hires closed a first sale within 40 days via targeted curricula and coaching. Grounded in ADDIE, I conduct TNA to target capability gaps and evaluate impact using Kirkpatrick and Learning Analytics to demonstrate ROI. CIPD candidate.

EXPERIENCE

July 2024 – Present

Learning and Development Specialist

RAK Properties PJSC (*Ras Al Khaimah, UAE*)

- Managing end-to-end L&D portfolio across departments, aligning programs to business priorities
- Led the design, development, and implementation of an enterprise LMS & Learning Hub, consolidating programs, materials, and records
- Launched Udemy learning challenges and guided sessions to drive continuous learning and cross-team collaboration
- Designing, developing, and delivering targeted training programs to build skills aligned with organizational goals and workforce development needs
- Redesigned onboarding & induction (Values, Culture, Code of Conduct) to accelerate time-to-productivity
- Led vendor selection/negotiation and managed outsourced training for quality and cost efficiency
- Managing relationships with vendors, negotiate contracts, ensure quality delivery, & oversee outsourced training programs for cost efficiency & maximum impact
- Conducted TNA with leaders; delivered targeted programs addressing capability gaps

Mar. 2023 – June 2024

HR and Training Manager

Pentagon Real Estate (*Dubai, UAE*)

- Develop and implement HR strategies aligned with business objectives, focusing on recruitment, performance management, employee relations, & talent development
- Design and lead impactful engagement initiatives that enhance employee experience, strengthen recognition programs, and improve retention—cultivating a culture of collaboration, inclusion, and high performance
- Deliver a robust L&D strategy to upskill employees, support continuous learning, and align workforce capabilities with organizational priorities.
- Identify high-potential talent and implement leadership development pathways to build a strong pipeline of future leaders.
- Drive end-to-end recruitment strategies, attracting and retaining top talent while positioning Pentagon Real Estate as an employer of choice
- Develop, review, and update HR policies and employee handbooks in alignment with labour regulations and industry best practices.
- Partner with senior leadership to provide data-driven insights and recommendations on workforce planning, engagement trends, and talent strategies.

June. 2022 – Feb. 2023

Training and Development Manager

The Dubizzle Group (www.zameen.com) (*Dubai, UAE*)

- Develop and implement a comprehensive learning and development strategy aligned with the business goals and objectives of The Dubizzle Group.
- Designed and delivered weekly employee engagement programs, team-building workshops, recognition campaigns across multiple departments
- Created an employee newsletter highlighting achievements and milestones, fostering transparent internal communication and boosting employee motivation
- Oversee the design, development, and delivery of training programs and initiatives to enhance the skills and capabilities of employees across the organization.
- Design and implement leadership development programs to identify and develop high-potential leaders
- Partner with HR and line-managers to identify talent development needs and create targeted development plans to support employee growth and career progression.
- Track and analyze key metrics related to learning and development activities, and provide regular reports and insights to senior management.

Aug. 2018 – May. 2022

Training and Development Specialist (*Business Excellence*)

Danube Home (*Dubai, UAE*)

- Design and develop training programs and materials tailored to the needs of Danube Home employees, utilizing instructional design principles and best practices
- Facilitate engaging and interactive training sessions, covering topics such as product knowledge, customer service, sales techniques, and soft skills development
- Conceived, designed and successfully executed Danube Home's Got Talent, Sports Day, Health Weeks, Sales Competition, and celebration of important events and days, strengthening team bonding and organizational culture
- Coordinate and deliver onboarding programs for new hires, ensuring a smooth transition into their roles and alignment with company culture and policies

- Identify skill gaps and training needs within the organization, and develop strategies to address them through targeted training initiatives.
- Administering LMS, including to manage course content, user profiles, and tracking employee progress and completion of training activities.
- Evaluate the effectiveness of training programs through assessments, surveys, and feedback mechanisms, and make recommendations for improvement.

Apr. 2017 – Jul. 2018

Senior Customer Service Specialist

Danube Building Materials (*Dubai, UAE*)

- Oversee the customer service operations for clients, ensuring exceptional service delivery and client satisfaction.
- Cultivate strong relationships with high-value clients, understanding their needs and preferences to provide personalized support.
- Provide guidance and mentorship to customer service team members, fostering a collaborative and high-performing work environment.
- Act as a point of escalation for complex client inquiries or issues, resolving them promptly and effectively to maintain client trust and loyalty.
- Monitor key performance indicators (KPIs) and metrics related to customer service operations, implementing strategies to meet or exceed targets.
- Conduct training sessions and workshops for customer service staff, equipping them with the skills and knowledge to excel in their roles.

EDUCATION & CERTIFICATION

2012

Masters of Business Administration (HRM)

Bahria University, Pakistan

2024

Building High Performance Teams

The Institute of Sales and Marketing, Dubai

CORE STRENGTHS

Learning Strategy & Roadmaps · Sales Enablement Training · Instructional Design (ADDIE, Kirkpatrick) · Curriculum Design & Facilitation · LMS (build/admin) · Udemy Business Adoption · Training Needs Analysis (TNA) · Onboarding & Induction · Leadership Development · Engagement & Culture Programs · Vendor/Stakeholder Management · Training Analytics & ROI