



AHMED EL-RAMLAWY

Training Supervisor

WORK EXPERIENCE

9/2022 - until now

Training supervisor

TELECOMMUNICATE

2/2022 - 9/2022

Senior Training Specialist

ATHEEL CONTACT CENTER

- Develop, organize and evaluate training programs.
- Meet with managers and supervisors to ascertain needs.
- Train managers to develop skills and communicate effectively (leadership – communication- emotional intelligence).
- Develop and mentor junior trainers.
- Conduct a (TNA) analysis

12/2018 - 11/2021

Training Specialist

CREO DEVELOPMENT

- Build annual training program and prepare teaching plans
- Assess training effectiveness to ensure incorporation of taught skills and techniques into employees work behavior.
- Evaluate employees' skills and performance quality.
- Work on the development of recruitment procedures and selection criteria with public policy and the creation of complementary administrative models.
- Training of more than 1000 trainees.

2016 - 2018

Training Coordinator

RAYA CONTACT CENTER

- Select appropriate training methods or activities on-the-job training.
- Design, prepare and order educational aids and materials
- Research new training methods.
- Maintain updated curriculum database and training record

2014 - 2016

Trainer

TRAINING COMPANING

SKILL'S

- MS OFFICE (WORD, EXCELPOWERPOINT)
- PRESENTATION SKILLS
- AMBITION TO SUCCEED
- CREATIVITY AND EXPRESSION
- INTERPERSONAL COMMUNICATION
- INFLUENCING AND NEGOTIATION SKILLS
- INFLUENCING AND NEGOTIATION SKILLS
- STRONG ANNOUNCING & PUBLIC SPEAKING SKILLS

Date of Birth

06/06/1992

Location

Helwan, Cairo, Egypt

Military Status

Exempt

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EDUCATION & COURSES

FACULTY OF LAW

Cairo University

2011

TOT

canadian center Dr.ibrahim El-feki

HD COURSES

canadian center Dr.ibrahim El-feki

LEADERSHIP

LEADERS Center