|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| No | List of professional skill courses | professional responsibilities | Valuable skills from the course | Links for Online Courses |
| 1 | Accounting & Finance | * Managing transactions. * Compute taxes and returns, * Reconcile account payables and receivables, * Manage balance sheets * Prepare profit and loss statements. | * Attention to detail * Analytical Thinking * Proficiency in Accounting Software (e.g. Quick Book) * Preparing financial statements * Analyzing Data * Critical Thinking | ***Alison.com***  ***-*** [***https://alison.com/course/introduction-to-financial-accounting***](https://alison.com/course/introduction-to-financial-accounting)   * [***https://alison.com/course/principles-of-accounting***](https://alison.com/course/principles-of-accounting) * [***https://alison.com/course/diploma-in-financial-accounting***](https://alison.com/course/diploma-in-financial-accounting) * [***https://alison.com/course/diploma-in-cost-accounting***](https://alison.com/course/diploma-in-cost-accounting) * [***https://alison.com/course/getting-started-with-quickbooks-desktop-2022***](https://alison.com/course/getting-started-with-quickbooks-desktop-2022) * [***https://alison.com/course/introduction-to-quickbooks-online***](https://alison.com/course/introduction-to-quickbooks-online) * [***https://alison.com/course/quickbooks-desktop-canada-online-course***](https://alison.com/course/quickbooks-desktop-canada-online-course) |
| 2 | Business Development | * Creating new opportunities within the organization,   building and maintaining customer relationships,   * Creating products & * Managing marketing initiatives to increase customer engagement and facilitate growth. | * Customer relationship management * Networking & marketing * Problem-solving * Negotiation, and time management * strong communication and interpersonal skills * Excellent organizational skills * ability to think critically and analytically | ***Alison.com***   * [***https://alison.com/course/basics-of-business-development***](https://alison.com/course/basics-of-business-development) * [***https://alison.com/course/introduction-to-business-intelligence***](https://alison.com/course/introduction-to-business-intelligence) * [***https://alison.com/course/strategic-planning-and-market-research***](https://alison.com/course/strategic-planning-and-market-research) * [***https://alison.com/course/basics-of-business-development***](https://alison.com/course/basics-of-business-development) * [***https://alison.com/course/understand-b2b-business-development-and-sales***](https://alison.com/course/understand-b2b-business-development-and-sales) |
| 3 | Customer Service | * Answering questions about a company's products or services. * Processing orders and transactions. * Resolving issues and troubleshooting technical problems. * Delivering information about a company's offers. * Providing proactive customer outreach. * Handling customer complaints. * Collecting and analyzing customer feedback. | * Active listening * Conflict resolution * Decision-making * Effective communication * Emotional intelligence * Empathy * Negotiation skills * Patience * Persuasion * Problem-solving * Product knowledge | ***Alison.com***  ***-*** [***https://alison.com/course/diploma-in-customer-service-revised-2017***](https://alison.com/course/diploma-in-customer-service-revised-2017)  ***-*** [***https://alison.com/course/diploma-in-building-and-maintaining-customer-relationships***](https://alison.com/course/diploma-in-building-and-maintaining-customer-relationships)  ***-*** [***https://alison.com/course/customer-services***](https://alison.com/course/customer-services)  ***-*** [***https://alison.com/course/effective-customer-service-skills***](https://alison.com/course/effective-customer-service-skills)  ***-*** [***https://alison.com/course/customer-care-skills-with-telephone-etiquette***](https://alison.com/course/customer-care-skills-with-telephone-etiquette)  ***-*** [***https://alison.com/course/customer-services***](https://alison.com/course/customer-services) |
| 4 | Computer Science & Information Technology | * Developing software * Managing databases * Analyze systems * Provide technical support * Developing applications * Developing and maintaining websites * Cloud Services | * Programming * Data Analysis * Critical Thinking * Project Management * Networking * Security * Communication * Time management | ***Alison.com***  ***-*** [***https://alison.com/course/a-python-course-for-complete-beginners***](https://alison.com/course/a-python-course-for-complete-beginners)  ***-*** [***https://alison.com/course/database-security-for-cyber-professionals***](https://alison.com/course/database-security-for-cyber-professionals)  ***-*** [***https://alison.com/course/networking-theory-and-architecture***](https://alison.com/course/networking-theory-and-architecture)  ***-*** [***https://alison.com/course/sql-for-beginners***](https://alison.com/course/sql-for-beginners)  ***-*** [***https://alison.com/course/data-databases-and-mining***](https://alison.com/course/data-databases-and-mining)  [***- https://alison.com/course/an-introduction-to-java-programming***](https://alison.com/course/an-introduction-to-java-programming)  ***-*** [***https://alison.com/course/diploma-in-software-project-management***](https://alison.com/course/diploma-in-software-project-management)  ***-*** [***https://alison.com/course/diploma-in-software-testing-revised***](https://alison.com/course/diploma-in-software-testing-revised)  ***-*** [***https://alison.com/course/diploma-in-information-technology-management-revised-2017***](https://alison.com/course/diploma-in-information-technology-management-revised-2017)  ***-*** [***https://alison.com/course/information-systems-emerging-technologies-and***](https://alison.com/course/information-systems-emerging-technologies-and-globalization) |
| 5 | Human Resource Management | * Talent management * Compensations and employee benefits * training and development * Recruitment * Update policies * Maintaining employee records * Handling disciplinary actions | * Recruitment and selection * Reporting * Payroll & personnel * Teamwork * Coaching and advising * Training and developmental skills * Decision making * Research * Proactivity | ***Alison.com***   * [***https://alison.com/course/diploma-in-modern-human-resource-management-revised***](https://alison.com/course/diploma-in-modern-human-resource-management-revised) * [***https://alison.com/course/introduction-to-human-resource-concepts***](https://alison.com/course/introduction-to-human-resource-concepts) * [***https://alison.com/course/effective-human-resource-administration***](https://alison.com/course/effective-human-resource-administration) * [***https://alison.com/course/diploma-in-human-resources-hr***](https://alison.com/course/diploma-in-human-resources-hr) * [***https://alison.com/course/modern-human-resource-management-recruitment-and-selection-process-revised***](https://alison.com/course/modern-human-resource-management-recruitment-and-selection-process-revised) * [***https://alison.com/course/modern-human-resource-management-training-and-induction-revised***](https://alison.com/course/modern-human-resource-management-training-and-induction-revised) |
| 6 | Project Management | * Plan and develop projects * Monitor project progress and set deadlines * Evaluate project performance * Follow up on activities * Managing the budget * Serving as the liaison among stakeholder | * Creativity * Leadership * Delegation * Forecasting * Budget Management * Stress management * Management * Adaptability | ***Alison.com***  ***-*** [***https://alison.com/course/diploma-project-management-in-practice***](https://alison.com/course/diploma-project-management-in-practice)  ***-*** [***https://alison.com/course/project-management-fundamentals***](https://alison.com/course/project-management-fundamentals)  ***-*** [***https://alison.com/course/diploma-in-modern-project-management-revised***](https://alison.com/course/diploma-in-modern-project-management-revised)  ***-*** [***https://alison.com/course/diploma-in-project-management-revised-2017***](https://alison.com/course/diploma-in-project-management-revised-2017)   * [***https://alison.com/course/diploma-in-certified-associate-in-project-management***](https://alison.com/course/diploma-in-certified-associate-in-project-management) |
| 7 | Marketing & Sales | * Develops sales strategies and approaches for various products and services, such as special promotions, sponsored events. * Answers questions from clients about product and service benefits. * Maintains excellent relationships with clients through superior customer service. | * Understanding customer behavior * Communication skills * Sales techniques * Content reaction * Search Engine optimization * Data analysis * persuasion * Customer Relationship Management * Active Listening | ***1. Alison.com***  ***-*** [***https://alison.com/course/diploma-in-marketing-management-revised***](https://alison.com/course/diploma-in-marketing-management-revised)  ***-*** [***https://alison.com/course/advanced-diploma-in-mastering-elite-digital-marketing-for-consultants***](https://alison.com/course/advanced-diploma-in-mastering-elite-digital-marketing-for-consultants)  [***https://alison.com/course/effective-sales-strategies-and-techniques***](https://alison.com/course/effective-sales-strategies-and-techniques)  ***-*** [***https://alison.com/course/diploma-in-social-media-strategy***](https://alison.com/course/diploma-in-social-media-strategy)  ***-*** [***https://alison.com/course/global-marketing-research-and-strategies***](https://alison.com/course/global-marketing-research-and-strategies)  ***2. academy.husbspot.com***  ***-*** [***https://shorturl.at/etFG0***](https://shorturl.at/etFG0)  ***3. Google Digital Skills***  ***-*** [***https://learndigital.withgoogle.com/digitalgarage/course/digital-marketing***](https://learndigital.withgoogle.com/digitalgarage/course/digital-marketing) |