**Résumé**

# Noureen

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# Professional Overview

* Currently heading ThinkSmart Institute of Development – Oman & Bahrain
* A result-oriented professional with 16 years experience of comprehensive Training Management/ Business Development / Client Relationship Management / Team Management / Process Management / Quality Management inTraining / HRD
* Worked & Qualified in Competency framework, Training models, HRD-strategies, Costing, Training-management, Business administration
* Lead Business training, Behavioral/HR Training and Organizational Development
* Certified facilitator / Trainer; Competency coach
* Proficient in managing & motivating teams for running Training management
* Extensive experience of developing Training procedures, service standards & operational policies for business excellence.
* Deft in handling overall functioning of Training & implementing processes in line with the guidelines.

# Special Certifications

* Certified in competency-based assessments and developments
* Certified quality auditor: ISO:Bureau Veritas
* Certified Facilitator for specific behavioral competency development
* Certified coach from Tata Group
* Trained in Content development and instructional design
* Certified in Ontrac- A leadership approach program
* ITIL Foundation Level Certification
* Member of a number of professional groups and associations working in the field of Training, Human Resources and Environment Development
* Regional Team Member of the Better Life London Training Center for IT & HR Development (United Arab Emirates)
* Obtained a significant Appreciation Certificate granted by Global Trainers due to distinguished efforts and works in the field of international social and educational development.

# Major Project Undertaken

* Established an **IT Academy** on behalf of Thinksmart in Bahrain Polytechnic University and University of Bahrain
* Managed **Licensed / OEM**-certified training programs
* **Acquisition and International partnership** towards major RFPs / tenders in the region
* Created **Competency framework**, and KBAs for role-based tracks
* Worked with training intervention bodies such as **Tamkeen, LMRA, LEVY** on professional skills training Projects
* Worked with **Ministry of labour** on Employability Project for 680 Bahrainis
* Handled a high-value project with **Ministry of Industry and Commerce** for ecommerce called **Business clicks for 1500 Bahraini**
* Won a **Qudurat Tender** from EGA: **EGovernment Authority** and successfully trained 1505 Bahrainis on ICT skills
* Collaborated with Microsoft and **delivered ‘Unlimited potential’**
* Collaborated with **TRA and organized Global Mobility & IT Innovation Technology** Conference
* Developed **16 trainers for resulting in performance and impact on competencies**
* **Lead quality audits** for 4 consecutive years
* **Executive certification** for senior management
* Delivered hundreds of **management training programs** in cooperation with important training centers in the Bahrain & India

# University education

* Bachelor of commerce, Pune University, India
* Higher secondary certificate, Maharashtra board, India

**Currently consulting for L&D / Training related projects**

* Advising organizations for training related initiatives
* Structuring Training need analysis – based on role/competencies
* Organizing content development [ Blended approach thru training methods ]
* Delivering / facilitating programs as per the plan
* Overseeing Impact measurement till ROI

# Responsibilities / achievements

**General Manager – Oman &Bahrain, ThinkSmartW.L.L [Jan’ 2015- Present]**

* Started center in Oman to expand the organization (which was earlier only in Bahrain)
* Accomplished Training license in a short span of time
* Co-ordinated with Ministry -Manpower, MOIC for training project approvals
* Established strategic partnerships with Microsoft, ITA, TRA , Transport Ministry and universities
* Pitched expertise in training in Management, Marketing, Customer Service etc

**General Manager - ThinkSmart W.L.L Bahrain[Aug’ 2012- Dec 2014]**

* Increased the organizational performance to reach a market share of 28%
* Strategic planning, long-term sustenance with increase from 15 – 50% in 4 yrs
* ManagedL&D, HR, marketing, Business dev, Finance, Quality, Client-growth
* Liaised with Ministries, Tamkeen, and Human capital development
* Evaluated RFPs and accordingly documenting proposals for training tenders
* Ensured compliance, statutory adherences to Govt and MoUs with clients
* Enabled partnership with Microsoft, Apple, SAIC, PMI, ITIL for training programs
* Initiated the Tradeshow Management Skills program – partnered with Tamkeen MS program for GITEX ‘2011 - 2014
* Evaluated partnerships and international course certifications
* Approved content &delivery for Licensed programs and internal standards
* Delivered training for senior management on specific competencies
* Supervised personnel to maintain quality as per QAA/ISO standards achieved by ThinkSmart : achieved grade ‘A’
* Key account management for long-term training assignments
* Reviewed performance and directed departments for development

**Academic Director, ThinkSmart [Gulf future business] [Jan’ 2011- Aug 2012]**

* Developed ThinkSmart as the training center of GFB to superior standards
* Identified and created a pool of training providers for the programs planned
* Managed training programs and reviewed content as required by the market
* Advised companies and clients for training steps required for development
* Liaised with Tamkeen and Ministries for training endorsements and consensus
* Governed the team for response to RFPs/tenders
* Reviewed and signed off training programs and delivery methods
* Monitored performance of trainers, evaluated quality and commitment
* Worked on consultancy models by which partnership with other companies and training providers was established
* Ensured compliance of training procedures as per the quality requirements
* Directed and supervised training administration as per the calendar and business plans

**Some of the key achievements in the role**

* Increased the revenue of the organization by 24 % each year
* Won competitive tender released by Tamkeen to train 100 delegates on PMP
* Initiated and started a project- BAHRAINI ACHIEVERS in collaboration with TAMKEEN TPCS scheme. This was an achievement which insured a long-term regularity of the project.
* Trained more than 412 delegates for all international courses like (PMP,ITIL,ANDROID APPLICATION,IOS MICROSOFT). This project was solely ideated by self and meticulously executed by self. As the project required international standards of execution and standardization, the complete program was managed and personally monitored by self.
* Won the tender for IT DEV training and trained 249 Bahrain on Microsoft office. This was achieved in very short time of analysis, design, partnership evaluation and performance matrix.
* Recently bagged one of the most prestigious tender released by Tamkeen – which is Exhibition management skills. This is one of the largest projects which Tamkeen in Bahrain would relate with, as the tender is to train 800 Bahraini delegates. The tender was bagged against many bidders, only due to unique training models and propositions included /designed by self.
* A major milestone for ThinkSmart was to be awarded with ISO 9001 2008 CERTIFICATION. The complete cycle of ideation, preparation, co-ordination ,analysis, documentation, improvement, execution was done by self. The auditors placed a great feedback on the quality work and the leap which was evident in the audit.
* Completely managed and directed for the QAA audit in May 20013. ThinkSmart received the QAA certification with the rating of “Good”. This was again solely managed by self for meticulous development of the organization.
* Handled all the Meet-ICT workshops of 2012 and 2013. This opened new avenues and opportunities for ThinkSmart and also propelled a lot of learning levels for ICT delegates.
* Initiated and successfully brought in special projects like eHealth project with Indra and MOH
* Collaborated with UOB and Ahlia university for University projects of learning and development
* Analyzed and signed RCICT project with MOE to train the entire MOE and teachers on e-content dev. This was a prestigious project that required clear approval from MOE based on standards of ThinkSmart.

**Assistant Manager –Training, Tata Business Support Services [Dec’09 to Dec’ 10]**

* Overseen training for 2 businesses& 4 zones each across country
* Direct and indirect reportees of 5 lead trainers and 15 senior/ trainers
* Planning and organizing operational training for processes across all centers
* Carrying out TNA based on TNI
* Working with clients for expansion and fulfilling training contracts
* Overseentraining migration and launch of processes for 4 centers
* Commissioned New Hire /refresher training models and roadmaps
* Training cost center : managing budget for training across centers
* Ensuring compliance of training procedures as per the ISO definitions
* Managing 2-stage sign off for modules and content development for training
* Introduced e-learning model for enabling self-learning in process /soft-skills
* Led reviews for training analysis and progress card as per client- expectations

**Lead trainer & Location In-charge, Tata BSS [Oct ’ 07 to Dec’09]**

**Seniortrainer, Tata Business Support Services [May’ 06 – Oct’ 07]**

**Training Co-ordinator, EXL (AVIVA INSURANCE) [Apr ’04 -Apr ‘06]**

**Team Leader, BPL Cellular Ltd [ Apr’ 02 – Mar’ 04]**

**Customer Service leader , ICICI Bank [ Apr’ 2000 – March 2002]**