**Curriculum Vitae**

**PERSONAL DETAILS**

NAME : Victor

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**CARRER OBJECTIVE**

To work in an organization where I can show my talent and enhance my skills to meet company goals and objective with full integrity and innovation.

**PROFILE**

Over 16 years of working experience in training, retail sales, and customer service in reputed companies in UAE and Kenya

**PERSONAL ATTRIBUTES.**

* Hardworking, sociable, self-motivated and team oriented
* A quick learner with good organizational skills and easily adaptable to various working environments and challenges.
* I have effective communication and interpersonal skills.
* I have proven coaching/mentoring skills.
* Ability to work to meet deadlines with the ability to prioritize.
* Ability to plan, multi-task and manage time effectively.
* Good at time management.
* Professional and decisive.
* Proven ability to deliver competently to senior level delegates
* Self-directed and goal-oriented.
* Deep knowledge of current training practices and methodologies.
* Excellent people management skills
* Proficient in providing project support to different work teams based on standards, procedures and policies.
* Excellent presentation and communication skills.
* Excellent ability to design and facilitate a variety of creative learning interventions.
* Project Management skills.
* High level of analysis & problem solving

**WORK EXPERIENCE**

**du - Emirates Integrated Telecomm Co. PJSC May 2009- February 2017**

**Role: Training Specialist– Human Capital & Administration**

**Main Responsibilities:**

* Managing over 30 trainers in UAE, India and Egypt in respect to all training programs conducted for du.
* Identifying and assessing future and current training need.
* Conduct Soft skills and Sales training to all customer handling employees.
* Design, develop, deliver and evaluate trainings for all functional role requirements and skills development.
* End to end training processes implementation.
* Provide Train the Trainer Certification for business line trainers in UAE and offshore.
* Source and administer the training environment/ simulators.
* Ensure all training requests fall under company training strategy, budget and plans.
* Provide feedback to the business on delegate performance during & post training as well as the required action plan.
* Working with more than 30 Line trainers both Inshore and Offshore partners to ensure quality dissemination of knowledge.
* Liaise with Marketing teams, Product Managers, and QA teams for knowledge improvement.
* Manage relationship with training suppliers.
* Maintain all LOB’s training reports for all Franchise Partners and Offshore Customer Care partners (UAE, India and Egypt).
* Publish training materials on the organization’s e-library page and run a monthly e-quiz to all customer handling employees (Customer Care, Retail staff and road-show agents)
* Preparation of Monthly Knowledge gaps for the business.
* Working with all sales segments – Consumer, Enterprise Direct & Indirect Sales channels on Product and Services Training.
* Sales Analysis & Statistics related to team & individual performances
* Behavioral & result oriented leadership via coaching and mentorship.

**du - Emirates Integrated Telecomm Co. PJSC June 2006-May 2009**

**Position: Senior Sales Executive**

**Responsibilities:**

* Successfully achieving sales targets on both sales of Consumer / Enterprise fixed & mobile services.
* Assisted in the management of the du store as a floor manager.
* Responsible for motivating and assisting my staff in achieving their monthly target.
* Provided on job training and coaching to new and existing staff.  
  Responsible for handling all customer escalation in the outlet with the aim of improving customer experience.
* Maintaining statistical and financial records.
* Store administration and to ensure compliance with policies and procedures.
* Completes store operational requirements by scheduling and assigning employees; following up on work results.
* Maintain outstanding store condition and visual merchandising standards.
* Ensures availability of merchandise and services by maintaining inventories.
* Secures merchandise by implementing security systems and measures.
* Protects employees and customers by providing a safe and clean store environment.
* Maintains professional and technical knowledge by attending training programs and workshops
* Maintains operations by initiating, coordinating, and enforcing training program, operational procedures.
* Contributes to team effort by accomplishing related results as needed.

**Majid Electronics – KENYA Nov 2002 – Jun 2006**

**Position: Senior Sales Executive**

**Responsibilities:**

* Responsible for the overall sales achievement in three branches.
* Assessment and procurement of the required stock with the purpose of preventing service interruptions and maintaining a smooth flow of work.
* Facilitate demonstrations and installation of products at client’s premises.
* Providing support to related on job training to the employees.
* Responsible for motivating and assisting my staff in achieving their monthly target.
* Contributes to team effort by accomplishing related results as needed.
* Protects employees and customers by providing a safe and clean store environment.
* Secures merchandise by implementing security systems and measures.
* Sourcing for the latest merchandise on behalf of the organization and making recommendations on purchase based on market trends and requirements

**Allicen Travel Limited – Nairobi, Kenya May 1998 - Oct 2002**

**Position: Senior Travel Consultant**

**Responsibilities:**

* Responsible for end to end tour planning for including costing and scheduling oversees clients both individual and groups.
* Responsible for the achievement of monthly targets on Airline ticket sales
* Addressed customer complaints, grievances and queries,
* Sourcing for new business markets with the aim of increasing the company’s revenue
* Liaised with fellow consultants with the aim of facilitate good relations with the existing business partners.

**Hotel and Adventure Travel LTD – KENYA. Sep 1996 - Mar 1998**

**Position: Travel Consultant**

**Responsibilities:**

* Sale of air tickets for domestic and international travel.
* Managing clients travel requirement
* Work as part of a highly qualified team that was responsible in planning detailed tour (Safari) packages for travel in east Africa.
* Respond to customer queries to ensure satisfaction of products and services rendered

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**Academic Qualifications**

* Bachelor's Degree in Business Administration
* Certificate- Tours and Travel Operations
* IATA -UFTAA Diploma - Geneva
* Introductory Award in Training Delivery Skills City & Guilds London, UK.
* Advance Diploma in Teaching, Training & Accessing Learning City & Guilds London, UK (Ongoing)

**Technical Knowledge:**

* Microsoft Office (Word, Excel and PowerPoint)
* Adobe Captivate
* Wonder-share Quiz Creator
* BSCS
* Siebel (CRM)
* Win – Cash
* Payment Gateway
* E-Serve
* Net Cracker
* E-Gain Tool