**Charles**

**+971504753686**

Charles-399683@2freemail.com

**CERTIFIED TRAINING & DEVELOPMENT OFFICER**

**Objective**

* + Conduct needs analysis and research relative to new training and staff development programs for departmental application; conducts periodic needs assessment surveys to determine need for and scope of programs at all employee levels; facilitates focus groups and conducts interviews with key stakeholders throughout the organization.
* Confers with departmental managers and administrators regarding performance based objectives by identifying work situations that may require preventive or remedial training for employees and determining the contributory value of training and development programs in attaining these objectives.

**Summary**

* An effective communicator possessing excellent presentation & soft skills with honed marketing management, logical and problem-solving abilities.

**Skills Highlights**

* New hire on boarding and Training
* Training needs assessment
* Workshop and Training curriculum development
* Skill gap Assessment
* Performance monitoring and management
* Corporate Leadership training
* Customer service and relationship building
* sales Training and techniques
* Presentation and speech skills
* Team building and Leadership
* Employee engagement

**EXPERIENCE: HR TRAINING AND DEVELOPEMENT SPECIALIST**

**Real Estate Company in Abu Dhabi, 2019- present**

* Overseeing a human resource department of 5 team memebers and their various functions.
* Develops and facilitates training programs through professional and technical staff input, research and evaluation of relevant and topical material, and the development of curriculum design.
* Facilitates management and staff development through the use of organisational development techniques such as action research, process consultation, team building, and problem solving.
* Confers with departmental managers in the selection and training of departmental employees to serve as specialty trainers; and trains and monitors instructors and evaluates their effectiveness; determines and selects appropriate instructional methodology; conducts courses in specific areas.
* Develops and maintains organisational communications such as intranet bulletin boards and newsletters to ensure employees have knowledge of training and development events and resources.
* Conducts follow-up studies of all completed training to evaluate and measure results.
* Modifies programs as needed.
* Exemplifies the desired culture and philosophies of the organisation.

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**EXPERIENCE : GLOBAL AEROSPACE LOGISTICS-2016-2019**

* Assess areas of staff development and training needs.
* build training content, develop lesson plans, and create effective training guides
* Plan, develop, conduct, and evaluate training and development programs in a variety of occupational areas
* Learn municipal governmental structure, operations and functions
* Reviews employee classifications including the knowledge, skills and abilities and ensures that the training plan meets the technical and supervisory needs of the department and are aligned with the department's strategic plan, and mission statement.
* Documents all technical and leadership training that is provided throughout the department.
* **EXPERIENCE**

**AL SAFWA INTERNATIONAL SERVICES -ABU DHABI-2014-206**

* Create a training schedule that includes all areas of practice.
* On board all new hires and train them in company policies and procedures
* Assess employee’s skills ,talents,performance and productivity and do prepare a written evaluations with advice for improvement.
* Oversee the training in all key areas of store operations,including order building stock taking,shipping ,receiving ,cashiering etc
* Research new training materials and supplies that might enhance companys training procedures and provide value to our employers.
* Identify future training needs and create a curriculum to facilittae that training.
* Communicate with team members ,trainees and management to ensure all needs are met

**ACHIEVEMENTS & RECORDS**

* + Practical skills: I have strong negotiation and presentation skills which have secured a number of lucrative contracts for my previous employers. Eg ShopRite
* leading by example: Trained and developed a team of 102 new managers and’ field sales executives who achieved an average of 120% of their sales targets within their first three month.

**EDUCATION AND CREDENTIALS**

**MAJOR: UNIVERSITY OF CAPE COAST**

* **Edcuation & Training-Ghana**

**REGIONAL EDUCATIONAL INSTITUTE**

* **Human Resource manager- UAE**
* **Human Resurce Professional- UK**
* **Institute of Leadership & managament-UK**
* **Management and Development Studies-UK**
* **Executive Secretary- UAE**

**MIM SENIOR HIGH SCHOOL**

* **Social & Economic Management-Ghana**