

Ibrahim El-Jachi

Corporate Clients Services & Investment Manager

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Create and deliver programs that focus on soft and transferable skills that also align with leadership programs.

Work with the operations leadership team to define the skills needed within the department.

Employ innovative, scalable capability building methods that go beyond the classroom, including self-directed learning, technology-based learning, learning on the job, mobile learning, testing, monitoring, etc.

Track program delivery and iterate on programs to ensure continuous development of our people managers.

Success in the role will initially be measured by on-time delivery and the impact of action items related to the above.

Knowledge, Skills and Abilities

Enabler of change and development.

Teaches others to teach.

Coaching experience.

Applies change management as part of learning.

Apply psychometric.

Ability to work both independently and collaboratively.

Facilitator.

Communicates with clarity and focus on practical application.

Creates experiences for people to learn from challenges and guides.

Communicate with people.

Energetic and driven.

Experienced in developing learning programs.

Define learning objectives, including understanding root-causes.

Source and develop content, including making it relevant and directly useful to specific roles.

Work with practitioners to translate methods into learning content.

Build stand-alone course kits for managers to deliver.

Skills & Knowledge:

Proficiency in English & Arabic.

Learning & Development.

Training Needs Analysis.

Training Planning & Scheduling.

Competency Mapping.
Training Content Design & Development.
eLearning Content Design & Implementation.
Training & Facilitation Skills.
Training Analysis & Reporting.
Budget Reporting.

Willing to relocate: Anywhere

Work Experience

Investment & Corporate Clients Services Manager

First Abu Dhabi Bank - FAB1 - Abu Dhabi

December 2017 to Present

- Ensure optimal levels of customer services for bank products.
- Develop and expand portfolio and maintain effective business relationships for customers.
- Maintain effective customer relationships and manage all management services and loans.
- Coordinate with staff and resolve all issues for business products and services for branch.
- Monitor all referrals and walk in customers and acquire new customers for branch.
- Ensure compliance to regulations and standards.
- Provide accurate, friendly, and professional service to Bank customers.
- Perform functions in accordance with established bank policies and procedures.
- Process customer deposits, cash checks, issue official checks.
- Monitor status for Open and close accounts.
- Knowledge in Bank units operations and related bank enquiries.
- Perform and support the daily management of department duties.
- Oversee day-to-day operation.
- Monitor team performance.
- Listen to team members' feedback and resolve any issues or conflicts.
- Carry out duties in accordance with trained Standard Operating Procedures (SOPs).
- Carry out security checks for each and every action.
- Assign work to staff as required to support the workflow and daily metrics.
- Support the Operations Manager by ensuring there is sufficient resourcing for the function, including call outs for training needs, absence and performance management, coaching and continuous monitoring of department productivity.
- Support in the development of a strong culture of health and safety practices and initiatives through the company policy.
- Assist with the training of new drivers or team leaders to ensure they have the right knowledge to carry out tasks required.
- Tracking and reporting of hours and schedules for staff.
- Follow up and solve process-related area issues, as required.
- Proactive in building means and ways to achieve and exceed the assigned goals.
- Manage customer service escalations and interface with driver and customer, where necessary.
- willing to work to flexible schedules/shifts and commit the time required to get the job done.

Business Development Manager

TASHEEL - Abu Dhabi

January 2017 to December 2017

- Assisted in hiring UAE Locals in coordination with Tawteen Council in Abu Dhabi Western Region.
- Developed ISO programs for employee behavioral development and competency development.
- HRIS
- Onboarding
- Performance Management
- Time & Attendance
- Leave management
- Final Settlements
- Optimize revenue streams by networking for additional business prospects with established clients.
- Establishes new accounts and services accounts by identifying potential customers
- *Provide support to managers on staff coaching and discipline.
- Learning & Development, Employee Relations
- Identify coordinates and participates in client relationship-building activities and meetings.
- Cultivate relationships with key players to create beneficial referral systems.
- Answer customer questions regarding products prices and availability.
- Obtained signatures for financial documents and internal and external invoices.
- Scheduled and arranged meeting and travel calendars, including business and social events.
- Coordinated board\committee meetings, including schedules, information preparation
- Served as corporate liaison between the finance, IT and marketing departments.

Learning and Development Specialist

ADNOC - ADCO - Abu Dhabi

May 2009 to December 2016

- Provide support to managers on staff coaching and discipline.
- Learning & Development, Employee Relations
- Recruitment Support: establish a system for staff recruitment, testing, and interviews.
- Conduct and analyze interviews, and provide recommendations to the Operations Manager.
- Support functional managers in developing and maintaining job descriptions.
- Create and develop employees performance reviews scheme, then work with Operations manager on staff performance management and annual performance appraisals.
- Provide orientation programme for a new hire.
- Support Operations Managers in preparing annual HR and headcount budget.
- Manage staff medical insurance.
- Promote company culture across the organization.
- Provide support to functional managers for staff training needs.
- Organize company team building activities.
- Assist on an annual employee survey.
- Manage employee relationships.
- Schedule and arrange for an annual internal staff communication event.
- HR Records Information Management.
- Manage good records of all job descriptions and staff records.
- Maintain and update staff records in the company's HR system.
- Maintain and monitor leave applications and prepare staff leave reports.
- Provide documentation support for salary proof, visa, application services and employment certification.

- Maintain company guidelines, employee's handbook, policies and procedures and keep good records.

- Performed training need analysis (TNAs) across all business units including CAMS, CAS.
- Worked with management to develop training plan and budget in terms of CAPEX and OPEX.
- Reviewed and recommended improvements to existing training programs for UAE Nationals.
- Help managers and Vice Presidents to develop their team members through career path and plans.
- Developed training programs for employee behavioral development and competency development.
- Developed training calendar and materials for classroom training and maintained e-learning programs
- Design and deliver courses, workshops, Seminars and other trainings.
- Assess the success of development plans and help employees make the most of learning opportunities.
- Track annual budgets and negotiate contracts, Achieved high staff morale and retention.

- Developed departmental goals, objectives, and standards of performance, policies and procedures.
- Worked with management to develop Strategic plan and budget.
- Assisted senior recruiting staff with career fairs and recruiting events.
- Planned and coordinated logistics, materials for board meetings, committee meetings, staff events.
- Coordinated domestic\international travel arrangements(Logistics); booking airfare, hotel and transportation.
- Performed one-on-one mentoring to employee for skills development.
- .Managed onsite training information and maintained e-learning programs like OLMS and Maximo.
- .Reviewed and recommended improvements to existing training programs for UAE Nationals.
- .Led the planning and achievement of goals and objectives consistent with the agency mission and philosophy.
- .Recruited, trained and coached on average of Number new employees per year.
- .Interpreted and communicated new or revised policies to staff.
- .Continually maintained and improved the company's reputation and positive image.
- .Led the staff and consultants in producing a business plan that focused on all aspects of operations.
- .Encouraged delegation & empowerment as part of the management group to improve morale and teamwork.
- .Reviewed employee survey information to prioritize areas of improvement.
- .Achieved high staff morale and retention.
- .Routinely collaborated with department managers to correct problems and improve services.
- .Investigated, provided and submitted information to Quality Department about special incidents, complaints.
- .Identified process improvements in the day-to-day functioning of the department.
- .Led designed and implemented training programs and initiatives.
- .Created, maintained computerized record management systems to record and process data and generate reports.

Learning and Development Consultant

Insignia Seminars & Conferences - Abu Dhabi

January 2008 to May 2009

- Continually maintained and improved the company's reputation and positive image in the markets served.
- Determined organization's training needs to meet business Requirements.

- Performed quality assurance reviews of training documentations.
- Controlled training expenditures within assigned budgets.
- Skillfully developed departmental goals, objectives, and standards of performance, policies and procedures.
- Established standards for selection, promotion and termination of staff.

Learning & Development Manager

International Centre for Training & Development - Dubai

January 2005 to January 2008

- Prepared employees for assignments by establishing and conducting orientation and training programs.
- Developed new process for employee evaluation which resulted in marked performance improvements.
- Researched and updated all required materials needed for firm and partners.
- Performed initial client assessment and analysis to begin research process.
- Analyzed departmental documents for appropriate distribution and filing.
- Assisted various business groups with document organization and dissemination during acquisitions.
- Obtained documents, clearances, certificates and approvals from government authorities & agencies.

Education

Bachelor's Degree in Management Information System

University of Sharjah

2000 to 2005

High School Certificate

American Secondary

2000

Skills

.NET (3 years), MS Office (10+ years), Maximo. (8 years), mentoring (10+ years), Training (10+ years), Soft skills (10+ years)

Certifications/Licenses

Microsoft

June 2006 to August 2006

Microsoft Certifications:

MCSE

MCSA

MCP

Additional Information

PROFESSIONAL SKILLS & Abilities:

- Pro-Active & Fast Learner.
- Results Oriented. Self-motivated.
- Coaching & Mentoring, Collaboration & Teamwork.
- Strong Presentation Skills, Customer service skills and Interpersonal Skills.
- Strong communication skills, Negotiations and Conflicts management.

Technology SKILLS

- ORACLE 9i, 10g, 11h (Oracle Learning Management System(s)-OLMS)
- MAXIMO
- Programming Languages:
 - C & C + +, JAVA, ASP.NET (Active Server Page), Visual Studio.Net and Visual Basic
 - (HTML) + (XML), Unified Modeling Language (UML)
 - Operating Systems. Windows XP and Windows Server 2003
 - Microsoft Office Package & Suite: MSOffice proficiency (Word, Excel, PowerPoint)
 - MS VISIO, Smart Draw, Windows Moviemaker, RouterSim
 - Experience with e-learning platforms
 - Experience with Bank Software / Solutions used.

CAREER LADDER MANAGEMENT and (HSE) COURSES ATTENDED

Training Title - Duration - Completion Date - Provider

- H2S&Breathing Apparatus Refresher 1Day(s) 25November 2015
- ADCO HR Management Skills 03Day(s) 09 - 11 June 2013 Meirc
- ADCO Safe Driving ADSD Blue Key(LV) 2Day(s) 27& 28May 2013 GHRDC
- Managing& Coordinating Training Proactively 03Day(s) 11-13Nov 2012 Meirc
- Creative Problem Solvingand Decision Making 03Day(s) 24-26May 2011 Spearhead
- I C SOVERVIEW 1Day(s) 25-May-2010 NCMTADNOC Safety Sign Workplace 1Day(s) 24-May-2010
- ADCO H2S & BA Awareness 1Day(s) 12-Aug-2009 Al Ghaith
- Fire Fighting Essentials 1Day(s) 11-Aug-2009 GTSC
- StrategicThinking, Planning, Implementation & Execution 05Day(s) 23-27March 2008 Insignia
- Information Security for Network Managers 05Day(s) 22-26 July 2006 ICTD Abu Dhabi
- Data Communication Skills 05Day(s) 08 - 12 July 2006 OCCS Dubai - UAE
- Developing Web Applications using ASP.NET 05Day(s) 17 - 21 June 2006
- Structured Systems Analysis & Design (Designing, Planning& Implementing) 05Day(s) 21- 25May 2005 ICTD Abu Dhabi - UAE
- NETWORK+ 10Day(s) 04 - 15 Dec. 2004 CCEC/ UOS Sharjah - UAE
- A+ Hardware Support Skills & Operating Systems Support Skills 12Day(s) 20Nov- 01Dec. 2004