



## PROFILE

Certified Trainer with 5 years' experience: Trained about 3000+ current and new hired employees.

I Have several years of experience interacting with the public and staff from a one-on-one setting to training.

My work history includes being a retail team leader at Etisalat EG, customer service team leader, corporate training team leader OPPO/realme over 7 offices. Currently I am working as a Senior delivery experience trainer at Jumia EG from June 2109 to present.

## CONTACT

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## HOBBIES

Traveling  
Swimming  
Sports  
Reading

# AMIRA ELSAIED

## Senior Trainer

## EDUCATION

### Ain Shams University

2007 - 2010

Faculty of Arts, Department of Archeology  
Graduation Grade: Good



### Jumia Egypt

### Senior Delivery Experience Trainer

06/2016–Present

- Do qualitative and quantitative research on the training needs of driver team
- Design and conduct over the training in full batches
- Evaluate the progress of the delivery team after receiving the training
- Manage the delivery part of the customer experience evaluation survey to enhance the results and maintain the KPI's.
- Manage and sustaining engagement on the DA community and foster it to sustain at scale.
- Coach, lead and develop drivers to support the delivery team and improve daily productivity on gate-to-gate basis



### realme Egypt

### Training Team Leader

11/2018–06/2019

- Build the training department from the first stage all over Egypt
- Design and conduct over the training in full batches
- Present realme new products for sales area managers in formal events
- Participate in media launch events/Company Events as a presenter for the new products and guest facilitator and road show events



### OPPO Egypt

### Training Specialist

12/2016–11/2018

- Design and conduct over the training in full batches
- Participate in media launch events/Company Events as a presenter for the new products and guest facilitator
- Present OPPO new products for sales area managers in formal events
- Organize and participate in first sale road show events for new products and help customers to know more about OPPO

**OPPO Egypt      After Sales Customer Service Team Leader**

01/2016–12/2016

- Handle complaints by providing appropriate solutions & alternatives.
- Follow up to ensure resolutions
- Provide customers with accurate information and right solutions.
- Ensure customer's delight and satisfaction.
- Prepare reports by collecting and analyzing customer information.



**Etisalat Egypt      Senior Retail Sales Executive**

05/2013–11/2015

- Enhance store quality performance to meet retail KPI's
- Enhance retail team qualifications
- Ensure staff is adhering to the standardization process (Appearance, Chitchat Forms, Scripts...)
- Short and over (cash and items) zero%. Maintain optimum stock level on monthly basis

## TRAINING COURSES

**QPT (Qualified Professional Trainer) Certificate**

**Cairo, Egypt**

Provided by: Mentarcise/Traccert

Training:

- Professional intensive program that aims at graduation trainers who deliver their own training programs.
- We have hands on the methods & tools needed to ensure an efficient learning process for audience.
- The program focuses on Adult Learning principles and includes all stages of the learning cycle.

**GTT (Global Training of Trainers)**

**Cairo, Egypt**

Provided by: OPPO Egypt

**Sales Skills and Smartphone Technical Training**

**Cairo, Egypt**

Provided by: OPPO Egypt

## EXPERTISE

<ul style="list-style-type: none"><li>• Training solutions development</li><li>• Retail</li><li>• Sales</li></ul>	<ul style="list-style-type: none"><li>• Smartphones</li><li>• Logistics</li><li>• Performance management</li></ul>	<ul style="list-style-type: none"><li>• Presenting</li><li>• Public Speaking</li><li>• Events Coordinating</li></ul>	<ul style="list-style-type: none"><li>• Customer Service</li><li>• Direct Dealing</li></ul>
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## SKILLS

<ul style="list-style-type: none"><li>• Computer Skills</li></ul>	<ul style="list-style-type: none"><li>• Very good Knowledge of Microsoft Office</li></ul>
<ul style="list-style-type: none"><li>• Language Skills</li></ul>	<ul style="list-style-type: none"><li>• Native Language: Arabic</li><li>• Excellent Command of both Written &amp; Spoken English</li></ul>