

**AGE:**

33 years

**NATIONALITY:**

German/ Palestinian

**CONTACT:**

0525206767

**EMAIL:**

[Haninhussein89@icloud.com](mailto:Haninhussein89@icloud.com)

**LANGUAGES:**

Arabic	- Mother Tongue
English	- Professional
German	- Spoken Intermediate

# HANIN ALI

Learning and Development Specialist  
Administrative Officer

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**EDUCATION****The American University of Science and Technology**

2007-2010

Bachelor of Arts (English Studies and Translation)

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**TRAINING CERTIFICATES**

- German Language Courses A1-B2 (Goethe Institute)
- IELTS 7.0 (AMIDEAST)
- Excel Intermediate
- The Online Classroom (Harvard University)
- Curriculum Mapping (Clicks)
- Constructing a High-Quality Syllabus (Clicks)

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**WORK EXPERIENCE****Ajman University (Admin Officer- Learning and Development)**

Jan 2021 - Present

- Facilitate Training Needs Analysis (TNA) processes and provide support to establish training plans to address the specific competencies (competency framework development) needed across Ajman University.
- Facilitate TNA processes and identify Training needs on the organization's needs and the Ministry of Education requirements.
- Provide support to conduct training needs assessments in partnership with the business heads to translate skills gaps into appropriate training interventions for employees across levels in the organization
- Work with the senior specialist and line managers to identify the training needs that can be met internally and those that will require external vendors.
- Provide support to evaluate Training proposals, and analyze course contents & Trainer CVs to ensure that they are meeting desired requirements for effective deployment across the desired sector/department/individual.
- Provide aid in analyzing the cost and benefit of training proposals and coordinate the effective delivery of training and development programs to ensure training budgets are effectively utilized
- Evaluate training courses, learning effectiveness and training providers/vendors to ensure the quality of the services provided meets the needs and requirement standards of Ajman University.
- Customize training programs to fit Ajman University's requirements in coordination with subject matter experts from other sectors/division and/or with external training providers in order to ensure the training courses are relevant to the Department and are up-to-date with the key priority areas.
- Collate feedback on training/workshops conducted and analyze the data to ascertain training effectiveness and make suitable recommendations for improvement.
- Update Training policy and maintain learning database. Evaluate and scrutinize the statistical reports produced periodically to be shared with sector/department heads.
- Execute a training and development perception survey to understand and analyze the views of the Department's stakeholders on training effectiveness in Ajman University.
- Collaborate with internal and external stakeholders on matters related to the Training area in order to facilitate flow of information and also to build awareness in those areas.
- Follow the day-to-day operations set by the Line Manager in the Teaching and Learning Section to ensure continuity of work and the delivery of effective and high-quality outputs.
- Send the training points report to the Colleges Deans and VCAA's office.

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**Ajman University****(Exam and Training Officer in Continuing Education Center)**

12 Jan 2016- 12 April 2021

- Establish the center from scratch.
- Perform a readiness check several days before each training/exam session.
- Complete check-in of examinees
- Monitor the testing room, along with Proctor(s), to maintain security Interacting with the testing stations to start or pause tests
- Prepare proposals, trainer's agreements, and sales reports.
- Following all the processes of approving these documents from the operations manager Building the database for the sales department.
- Locate and attach appropriate files to incoming correspondence requiring replies.
- Set up and maintain paper and electronic filing systems for records, correspondence, and other material.
- Operate office equipment such as fax machines, copiers, and phone systems, and use computers for spreadsheet, word processing, database management, and other applications.
- Handling all incoming & outgoing faxes and e-mails to our suppliers and following them up.
- Making quotations & contracts.
- Managing all the clients' files.
- Managing the payments.
- Coordinating the training courses from A-Z. Preparing the Trainer's Contract.

- Preparing the coordinator's contracts.
- Printing the material.
- Booking the training premises.
- Using the Federalarp system (Oracle) to upload invoices and follow up with payments.
- Using Dynamics system:
- Submit Petty Cash expenses
- Submit trainer's payments
- Submit Meeting rooms payments
- Submit Hotel reservations
- Follow up with the finance and audit department.
- Proctor TOEFL Exams held at Ajman University.

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### **BodyWorx Aesthetics Clinic (Patient Coordinator- Customer Service)**

April 2014 to Dec 2016

- Ensure clients' expectations are met by coordinating client requirements
- Meeting and greeting clients and visitors to the Clinic.
- Typing documents and distributing memos, invoices, and Reports
- Handling incoming/outgoing calls, and correspondence.
- Monitoring inventory, and office stock, and ordering supplies as necessary.
- Updating & maintaining the holiday, absence, and training records of staff. Responsible for purchase orders.
- Raising purchase orders and invoice tracking.
- Creating and modifying documents using Microsoft Office. Setting up and coordinating meetings.
- Involvement in social media implementation.
- Coordinate with clients and internal partners to find a mutual solution to problems.

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### **Emirates Rescue & Fire Company (Administrative Officer)**

March 2013 to Feb 2014

- Work closely and effectively with COO to keep her well informed of upcoming commitments and responsibilities, following up appropriately.
- Assist in managing communication of the COO, including coordinating calendars, emails, phone calls and in-person meetings as needed, maintaining confidentiality as appropriate.
- Provide a gatekeeper role to the COO.
- Acts as a barometer having a sense for the issues taking place and keeping the COO updated.
- Researches, prioritizes, and follows up on issues and concerns, as assigned by COO, assisting in determination of appropriate course of action, referral, or response.
- Maintain high-level understanding of interdepartmental process as to assist in facilitating appropriate communication.
- Maintain basic knowledge of day-to-day processes of departments under the COO, to assist in resourcing as needed.
- Maintain effective relationships and communications with departments outside of the Office of the COO.

### **Emirates Airlines Company, Dubai, UAE (Airline Customer Service Agent)**

Nov 2011 to Aug 2012

- Provide a welcome service to our business passengers at baggage services in arrivals, and at other customer service touchpoints and to assist in smoothing the customer journey through the airport.
- Oversee all baggage handling operations.
- Deploy resources and handles any issues that arise when operating baggage handling systems.
- Verify the scanning and sequence of baggage loading.
- Monitor the dispatch of baggage and issue dispatch orders.
- Operate the Baggage Reconciliation System (BRS) to track the movement of baggage. Work closely with the passenger services department to track baggage and assists to carry out safety measures and report security breaches

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**References Available Upon Request.**

