**Career Profile**

**KHALDOUN ZUBAIDI**

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**Abu Dhabi, UAE**

***Technical Skills***

Customer Relations

Social, Logic, Presentation Skills

Coaching

Innovation

Administration

Staffing requirements

Payroll

Employee Relations

Training & Development

***Education***

06/2007

Morgan International - Amman

Dip.: PHRM

07/1990

Hittein College - Amman

Dip.: Computer Programming

***Languages***

**Arabic : Mother Tongue**

**English: V.G**

Excellent public speaker with communication and understanding skills. I have always

worked as a trainer and my experiences has further improved my talents. I have designed

effective courses and led teams of corporate managers to success I wish to continue my

work and motivate people to perform better and make their companies rise.

Maintaining work structure, recruiting and training staff, conducting interviews,

administering employee benefits, taking part to educational opportunities, and

disciplining employees. Increasing a company’s productivity by teaching new

skills and knowledge to employees and managing payroll .

 **Professional strengths:**

* Communication
* Ledership
* Team Player
* Motivational Speaker
* Corporate Ethics
* HR policies

**Work History**

**IE.L.I - Head of Soft Skills Corporate Division & HR**

Dubai- Abu Dhabi, UAE Nov. 2019 - Apr. 2020

**Responsibilities:**

* As the Corporate Trainer, I was in charge of a new hire training program

for customer-facing employees. This included the scheduling, planning,

and delivery of training. I also was held accountable for adapting and

updating training materials to meet business needs.

* Responsible for developing and delivering all Soft Skills, Marketing & Sales, Customer services courses
* Partnered with local community job assistance programs, assisted in developing soft skills courses.
* Keeps up with and applies the latest teaching techniques to a corporate training environment.
* Create assessments and evaluate training outcomes
* Ensures that all training materials and programs are compliant with laws and regulations governing the industry.
* Ensuring that the company’s recruitment and selection process attracts and retains high caliber talent in line with the businesses long term strategy.
* coordinate all stages of the hiring process, including posting job openings, reviewing and screening applications, conducting interviews, and on boarding new employees.

**Freelance Trainer and Teaching**

Oct. 2015 – Sept. 2019

* Planned developed and delivered freelance training.
* Provided flexible learning strategies and course information to delegates.
* Attended staff development meetings and validation meetings on the evaluation process.
* Reviewed planning of each program and reported the same as required.
* Designed terrific training based on client requests for subject matter areas.

**International Storage Battery Co., (HR) Supervisor & Head of Computer Department**

Amman, Jordan Feb. 1994 - Sept. 2015

**Duties & Responsibilities:**

**Leading Recruiting Activities**

coordinate all stages of the hiring process, including posting job openings, reviewing and screening applications, conducting interviews, and on boarding new employees.

**Manage Employee Relations**

address employee conflicts and complete investigations as required. work with management to administer employee discipline or corrective action when needed. assess employee engagement and retention, and actively work to identify, analyze, and improve any problematic areas.

**Plan and Hold Training Events**

design and implement training and development programs for hourly and salaried employees. This includes using their extensive knowledge of policies like the Family and Medical Leave Act, workers’ comp, short-term disability, and long-term disability to teach employees about their workers’ rights.

**Manage Payroll**

ensure that employees have a systematic method for reporting work hours. make certain that payroll taxes are paid in a timely fashion and manage miscellaneous payroll deductions.

**Prepare for Audits**

help other management team members prepare for audits. confirm that other required documents are completed and properly filed, among other tasks

**Computer Department**

Manage information technology and computer system (plan, organize, direct, control and evaluate the operations of information system and electronic data processing ..etc)

Ensure technology is accessible and equipped with current hardware and software (Troubleshoot hardware, software and network operating system, be familiar with all hardware and software, be familiar with network operating system ..

**Courses**

**Sanid, Dubai Dec. 2020 total hours 25**

* First Aid

**British Council, Jordan 10 Oct. to 11 Dec. 2013**

* English Term 4

**Sight & Sound, Jordan June. 21-29, 2011**

* Certified Information & Record Management

**(INLPTA), Jordan Apr. 14,2009**

* Master Hypnotist of the Art & Neuro Programming

**The International Teaching Training Coaching Council, Jordan Apr. 10,2008**

* Trainer of Training (TOT)

**Extra - Curricular Activities**

**Volunteers Program:** Volunteers.ae and Emirates Red Crescent

Adept at handling multiple simultaneous volunteer tasks with the highest degree of accuracy and professionalism & Corona examination by nasal swab

**Al Mushrif Children's Specialty Center - Emirates Red Crescent -Start date/Time:** 01 Jan still

**Event Title:** Customer Service &Registration on the Cerner Program (SEHA ) Abu Dhabi Health Services Co

**Activity/Event Title:** Field Survey-Registration, Medical Examination **Role:** Al Khaleej Clinic, Zayed Port Area, Marina Mall

**Organization:** Sanid **Location:** ABU Dhabi **Start date/Time:** 22 Apr 2020 **End Date/ Time:** Still

**Number of Hours Served: 1,245.00 Volunteer Number:** V366146