

ELHUSSINY AWAAD

CAREER OBJECTIVE

Hard-working professional with 11.5+ years of experience and a proven knowledge of account development, campaign management, and client relations. Aiming to leverage my skills to successfully aim and get the best out of the role I am applying for.

EXPERIENCE

TRAINING AND DEVELOPMENT MANAGER

Krypton , Cairo, Cairo / May 2018 - Mar 2020

- Prepare training budget for department or organization.
- Analyze training needs to develop new training programs or modify and improve existing programs.
- Evaluate instructor performance and the effectiveness of training programs, providing recommendations for improvement.
- Conduct or arrange for ongoing technical training and personal development classes for staff members.
- Plan, develop, and provide training and staff development programs, using knowledge of the effectiveness of methods such as classroom training, demonstrations, on-the-job training, meetings, conferences, and workshops.
- Conduct orientation sessions and arrange on-the-job training for new hires.
- Confer with management and conduct surveys to identify training needs based on projected production processes, changes, and other factors.
- Train instructors and supervisors in techniques and skills for training and dealing with employees.
- Develop and organize training manuals, multimedia visual aids, and other educational materials.
- Develop testing and evaluation procedures.
- Review and evaluate training and apprenticeship programs for compliance with government standards.
- Coordinate established courses with technical and professional courses provided by community schools and designate training procedures.

TRAINING AND DEVELOPMENT SPECIALIST

Onelink Global Solutions , Cairo, Cairo / Oct 2016 - Apr 2018

- Monitor, evaluate, or record training activities or program

Date of Birth : 25/09/1990

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EDUCATION

TABARY SHERATOON

Cairo, Cairo

High School Diploma (Jul 2008)

Dropped out from faculty of management information sytem

ADDITIONAL SKILLS

Soft skills

Sales Training

Coaching

Team Management

Sales Management

Microsoft Office

Digital Marketing

effectiveness.

- Offer specific training programs to help workers maintain or improve job skills.
- Assess training needs through surveys, interviews with employees, focus groups, or consultation with managers, instructors, or customer representatives.
- Develop alternative training methods if expected improvements are not seen.
- Organize and develop, or obtain, training procedure manuals and guides and course materials such as handouts and visual materials.
- Present information using a variety of instructional techniques or formats, such as role playing, simulations, team exercises, group discussions, videos, or lectures.
- Evaluate training materials prepared by instructors, such as outlines, text, or handouts.
- Design, plan, organize and direct orientation and training for employees or customers of industrial or commercial establishment.
- Monitor training costs to ensure budget is not exceeded, and prepare budget reports to justify expenditures.
- Select and assign instructors to conduct training.
- Schedule classes based on availability of classrooms, equipment, or instructors.
- Keep up with developments in area of expertise by reading current journals, books, or magazine articles.
- Supervise instructors, evaluate instructor performance, and refer instructors to classes for skill development.
- Coordinate recruitment and placement of training program participants.
- Attend meetings or seminars to obtain information for use in training programs or to inform management of training program status.
- Negotiate contracts with clients including desired training outcomes, fees, or expenses.
- Devise programs to develop executive potential among employees in lower-level positions.
- Screen, hire, and assign workers to positions based on qualifications.
- Refer trainees to employer relations representatives, to locations offering job placement assistance, or to appropriate social services agencies if warranted.
- Develop or implement training programs related to efficiency, recycling, or other issues with environmental impacts.
- Evaluate modes of training delivery, such as in-person or virtual to optimize training effectiveness, training costs, or environmental impacts.

SALES EXECUTIVE

Onelink Global Solutions , Cairo, Cairo / Sep 2017 - Apr 2018

- Resolve customer complaints regarding sales and service.
- Oversee regional and local sales managers and their staffs.
- Plan and direct staffing, training, and performance evaluations to develop and control sales and service programs.
- Determine price schedules and discount rates.
- Review operational records and reports to project sales and determine profitability.
- Monitor customer preferences to determine focus of sales efforts.
- Prepare budgets and approve budget expenditures.
- Confer or consult with department heads to plan advertising services and to secure information on equipment and customer specifications.
- Direct and coordinate activities involving sales of manufactured products, services, commodities, real estate or other subjects of sale.
- Confer with potential customers regarding equipment needs and advise customers on types of equipment to purchase.
- Direct clerical staff to keep records of export correspondence, bid requests, and credit collections, and to maintain current information on tariffs, licenses, and restrictions.
- Direct, coordinate, and review activities in sales and service accounting and recordkeeping, and in receiving and shipping operations.

TEAM LEADER

Onelink Global Solutions , Cairo, Cairo / Aug 2016 - Oct 2016

- Assist Managers in Sales Strategy Development
- Keep Informed of New Products and Services
- Recruit, Train, and Coach the Sales Team
- Delegate Tasks and Set Deadlines
- Set Sales Targets and Motivate Sales Team
- Prepare Sales Reports

SALES CLOSER

Centro global solutions , Cairo, Cairo / Apr 2013 - Dec 2015

- Serves customers by selling Google Adwords and social media advertising
- Services existing accounts, obtains orders, and establishes new accounts by planning and organizing daily work schedule to call on existing or potential sales outlets and other trade factors.
- Adjusts content of sales presentations by studying the type of sales outlet or trade factor.
- Focuses sales efforts by studying existing and potential volume of accounts.
- Keeps management informed by submitting activity and results reports, such as daily call reports, weekly work plans, and monthly and annual territory analyses.
- Monitors competition by gathering current marketplace information on pricing, products, new products, delivery

schedules, and merchandising techniques.

- Recommends changes in products, service, and policy by evaluating results and competitive developments.
- Resolves customer complaints by investigating problems, developing solutions, preparing reports, and making recommendations to management.
- Maintains professional and technical knowledge by attending educational workshops, reviewing professional publications, establishing personal networks, and participating in professional societies.
- Contributes to team effort by accomplishing related results as needed.

TELEMARKETING

Centro global solutions , Cairo, Cairo / Jan 2013 - Apr 2013

- Marketing for Television , Phone lines , And internet services for TIME WARNER CABLE
- Deliver prepared sales talks, reading from scripts that describe products or services, in order to persuade potential customers to purchase a product or service or to make a donation.
- Contact businesses or private individuals by telephone in order to solicit sales for goods or services, or to request donations for charitable causes.
- Explain products or services and prices, and answer questions from customers.
- Obtain customer information such as name, address, and payment method, and enter orders into computers.
- Record names, addresses, purchases, and reactions of prospects contacted.
- Adjust sales scripts to better target the needs and interests of specific individuals.
- Obtain names and telephone numbers of potential customers from sources such as telephone directories, magazine reply cards, and lists purchased from other organizations.
- Telephone or write letters to respond to correspondence from customers or to follow up initial sales contacts.
- Maintain records of contacts, accounts, and orders.
- Answer telephone calls from potential customers who have been solicited through advertisements.
- Conduct client or market surveys in order to obtain information about potential customers.
- Schedule appointments for sales representatives to meet with prospective customers or for customers to attend sales presentations.

SALES TEAM LEADER

Hypertech Innovation , Cairo, Cairo / Oct 2011 - Dec 2012

- Assist Managers in Sales Strategy Development
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TELEMARKETING

Financial Advising Services , Cairo, Cairo / Sep 2010 - Sep 2011

- Help customers Reducing the interest rates in their credit cards
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TELEMARKETING

Online Media for advertising , Cairo, Cairo / Sep 2009 - Jun 2010

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TRAINER

Online Media for advertising , Cairo, Cairo / Dec 2009 - Jun 2010

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TELEMARKETING

Ameco Tech Inc, Cairo, Cairo / Aug 2008 - Mar 2009

- Selling online advertising for superpages.com.
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