



Hazem Hussein

Learning & Development Professional

Results-driven Learning & Development expert with 10+ years of experience excelling in designing, delivering, and managing impactful learning projects. Proven ability to collaborate effectively with stakeholders and diverse departments to ensure optimal outcomes. Seeking to drive transformative change and foster continuous learning in an innovative organization.



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EDUCATION

Master of Business Administration (MBA) Al Ain University

01/2017 - 12/2018
UAE

Bachelor of Business Administration Al Balqa Applied University

09/2010 - 04/2013
Jordan

LANGUAGES

Arabic
Native or Bilingual Proficiency

English
Full Professional Proficiency

QUALIFICATIONS & CERTIFICATES

On-going: CIPD Level 5
Diploma in Learning & Development

Certified Practitioner Instructional Designer by IMAS™ from the Canada Global Consulting and training center (CGC), Vancouver, Canada.

Professional Certified Trainer (PCT) – Practitioner from the Canada Global Consulting and training center (CGC), Vancouver, Canada.

WORK EXPERIENCE

Faculty Development Specialist University of Sharjah

03/2021 - Present

Sharjah, UAE

Achievements/Tasks

- ▣ **Custom Solution Design & Delivery:** Collaborate with deans and faculty members to identify the college's unique needs, leading to the design, development, and delivery of tailored professional development workshops. These workshops emphasize hands-on participation, faculty learning communities, and innovative pedagogical initiatives.
- ▣ **Consultation:** Work alongside individual faculty members and departments to enhance teaching methodologies and student learning experiences. Provide expert advice on course design, syllabi development, instructional activities, and pedagogical strategies.
- ▣ **External Collaboration:** Identify and manage relationships with external training providers, ensuring their services align with University's specific needs and objectives.
- ▣ **Process Improvement:** provide insights to refine existing processes and procedures, driving the implementation of relevant best practices for continuous improvement.
- ▣ **Emiratization Initiative:** Lead the design, development, and delivery of a customized six-month leadership training program for high-achieving Emirati students. This program is designed to equip them with crucial employability, leadership, and entrepreneurship skills, preparing them to take on key roles in UAE's economic development.

Growth Ambassador - Learning & Development Manager Alliance For Management Consulting & Training

01/2018 - 02/2021

Abu Dhabi, UAE

Achievements/Tasks

- ▣ **Project Management:** Oversaw the full lifecycle of training projects for government and semi-government accounts. This involved understanding client needs, budgeting, proposal development, service implementation, tracking, and calculating ROI based on the Kirkpatrick/Phillips model, and ultimately ensuring client satisfaction.
- ▣ **Instructional Design:** Developed comprehensive curricula and training materials for classroom training, e-learning, and blended learning programs. Designed engaging training tools and activities to enhance learning outcomes.
- ▣ **Emiratization Initiatives:** Crafted numerous Emirati programs aimed at equipping local fresh graduates and junior staff with essential work skills in a timely and efficient manner, driving successful results.
- ▣ **Accreditation Management:** Ensured adherence to training policies, procedures, rules, and regulations in accordance with ACTVET (Abu Dhabi Centre for Technical and Vocational Education and Training) and ILM (The Institute of Leadership & Management - UK).
- ▣ **Business Development:** Cultivated and maintained productive business relationships with key decision-makers across client and prospect organizations, aiding in the identification and development of new business opportunities.

Training Specialist & Corporate Trainer Al Ain University of Science & Technology

05/2016 - 01/2018

Abu Dhabi, UAE

Achievements/Tasks

- ▣ **Training Needs Analysis:** In close cooperation with HR partners and line managers, identified training needs and gaps within the university and its affiliated companies. Subsequently, I designed a comprehensive annual training plan to address these needs.
- ▣ **Training Delivery:** Designed and delivered over 30 customized behavioral training programs catering to employees at various organizational levels, including front-line employees, middle managers, and senior managers.
- ▣ **Business Development:** Generated leads and supported new business revenue for the Continuing Education Center (CEC). Actively contributed as a member of the business development team, working towards the center's growth and expansion.

QUALIFICATIONS & CERTIFICATES

Certified Psychometric Profiling Consultant (Values – Attributes – DISC) from Innermetrix International, USA.

Certified ISO 29990 LEAD AUDITOR (Learning & Development Sector) from DeuZert, Germany.

I have completed over 60 professional training courses, accumulating more than 800 training hours, covering areas such as Business & Management, Training Skills, Psychology & Human Development, Business Development, and Soft Skills.

SKILLS

Managing L&D Functions

Stakeholder Management

Training delivery

Managing Teams

Measure the Effectiveness and ROI of Training

Conducting TNA

Instructional Designing

Events Management

Conducting & Analyzing Psychometric Assessments

Managing Learning Management System

Leadership Development

Presentation Skills

Preparing Comprehensive Proposals & Reports

WORK EXPERIENCE

Learning & Development Officer

Alliance For Management Consulting & Training

12/2014 - 04/2016

Achievements/Tasks

Abu Dhabi, UAE

- ▣ **Monitor The Learning Progress:** Monitored and reviewed the progress of participants through questionnaires, assessments, and evaluations and took feedback from their line managers.
- ▣ **Event Management:** Took charge of coordinating and managing large-scale training events for clients, ensuring seamless logistics, participant engagement, and ultimately, the success of the events.
- ▣ **Continuous Development:** Continuously updated the Alliance library with new topics, games, material, and kits in coordination with the consultants.
- ▣ **Developing Training Programs:** Worked in a team to produce training programs that are targeted fresh graduates, junior staff, line managers, and senior managers.
- ▣ **Training Delivery:** Developed and delivered different customized behavioral training programs for several clients.

Founder

Activeny For Human Resources Development

11/2013 - 12/2014

Achievements/Tasks

Amman, Jordan

- ▣ **Strategic Planning:** Developed and executed the company's strategic plan, including setting short and long-term goals, budgeting, and resource allocation, while regularly evaluating our performance against these goals to ensure continual growth and development.
- ▣ **Training Delivery:** Organized and delivered over 50 customized soft skills training programs catering to a diverse audience, including youth, employees, and managers across vital government departments, NGOs, and private sectors in Jordan.
- ▣ **Business Development:** Concentrated on the development, adaptation, and presentation of new training offerings to meet changing business and operational requirements, thereby ensuring our services remained relevant and impactful.

TOP ACHIEVED PROJECTS

Throughout my career, I have demonstrated success in managing and executing dynamic projects for esteemed clients encompassing training, coaching, consultancy, performance development, and culture change. Below, I highlight a few notable projects that showcase my accomplishments:

ADNOC Refining

- ▣ Successfully managed a comprehensive personal and career development program for 1,000 youth employees, empowering them with the necessary skills and tools to thrive in their roles.

Tawazun Economic Council

- ▣ Led the management of an inspirational program designed to reinforce TAWAZUN Core Values and Principles through impactful and immersive experiences over a period of six months.

Dubai Islamic Bank

- ▣ Oversaw the development and implementation of a comprehensive training program aimed at bridging the gap between college education and workplace requirements for new joiners (UAE nationals).
- ▣ Calculated the return on investment (ROI) for 18 soft skills training programs conducted across different departments, benefitting a total of 200 employees.

ADNEC (Abu Dhabi National Exhibition Centre)

- ▣ Conducted a thorough training needs analysis to enhance technical skills and develop behavioral and core competencies among ADNEC employees.
- ▣ Managed The Innovation Lab events, providing a unique hub for continuous learning and ongoing development through innovative initiatives and programs tailored to ADNEC employees over a one-year period.
- ▣ Designed and executed a public training plan in partnership with ADNEC, offering distinctive learning and development programs for a duration of eight months.

SENAAT General Holding Corporation

- ▣ Designed and managed a 1-year comprehensive development program that has been designed after several comprehensive studies and analyses of the labor market to achieve the organization's needs to provide new local employees with the required work skills.

NPCC (National Petroleum Construction Company)

- ▣ Developed and managed a 1-year comprehensive development program aimed at preparing and filling entry-level positions with fully equipped fresh UAE national graduates and junior staff.
- ▣ Designed and oversaw a 3-month development program targeting school and diploma graduates, equipping them with the necessary tools to unlock their full potential.

Emirates Steel

- ▣ Developed and managed an engaging 1-year Development Program focused on building participants' project management skills and fostering creativity in proposing projects aligned with new industrial trends. The program incorporated blended learning approaches and results-driven coaching.

VOLUNTEER EXPERIENCE

Youth Consultant INJAZ - NGO

2015 - 2014

Jordan

Tasks/Achievements

- Trained more than 500 young people in universities and schools on soft skills and entrepreneurship to prepare them for the labor market and job placement

Trainer Global Communities - NGO

2013 - 2014

Jordan

Tasks/Achievements

- Helped in empowering 50 women to establish their own business by providing 1 to 1 coaching and training on entrepreneurship

Team Leader King Abdullah II Fund for development

2011 - 2013

Jordan

Tasks/Achievements

- Launched and organized more than 20 initiatives and events which are related to youth development

TOP ACHIEVED PROJECTS

ADFD (Abu Dhabi Fund for Development)

- Developed and managed a highly engaging 6-month development program customized based on the ADFD competency framework. The program provided unique learning experiences to all employees, introducing and guiding individual development processes aligned with the competency framework.

Wahat Al Zaweya

- Conducted a comprehensive study on customer experience within the company, resulting in findings and recommendations to enhance customer satisfaction. Designed and facilitated intensive workshops on customer experience enhancement based on the study's outcomes.

Rabdan Academy

- Developed and managed a 1-year leadership development program customized to the Rabdan Academy leadership competency framework. The program included 360-assessment, training programs, and one-on-one coaching sessions for top managers.

ADAFSA (Abu Dhabi Agriculture and Food Safety Authority)

- Developed and managed a 4-month leadership development program targeting 65 unit and section heads, designed based on the ADAFSA competency framework.

Abu Dhabi Retirement Pension & Benefits Fund

- Developed and managed a 1-year inspirational and engaging program aimed at boosting motivation and enhancing skills at ADRPBF. The program offered interactive and sustainable learning experiences through snackable sessions, empowering participants to drive higher engagement and performance.
- Designed and managed an inspirational event dedicated to reinforcing and living by pension fund values.

ZonesCorp

- Designed and managed an event providing an A-Z guide on SMART goals and goal-setting. Through experiential learning methods, participants were engaged, motivated, and equipped to achieve their goals. Advanced training on setting SMART goals was provided to middle and top management.

DOT (Abu Dhabi Department of Transport)

- Designed and managed an inspirational event for all DOT employees, focused on reinforcing daily commitment to DOT values, while revisiting the organization's vision, mission, and objectives.

YESSER - Saudi eGovernment Program, KSA

- Designed and managed an engaging event for all YESSER employees, instilling the program's vision, mission, and values through interactive games that created a lasting collective experience for participants.