

Yasser Qassem Muallimi

Jeddah KSA

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Career goals

Strive to exceed the customer and employer expectations by providing only the best services and to maintain the customer priority at all initiatives and interactions by always putting the customer first..

Profile

Training & Development Specialist with 10 years' experience in Telecom industry, Retail and Customer care department. Highly skilled in training and business development knowledge.

Achievements

- Distinguished Employee from Zain in 2017.
- Higher Employee performance at Zain training department from Zain in 2014.
- Employee of the year from excellent solution's (Zain partner) in 2011.

Education

Diploma's degree, hospital administration's 2008

Institute of public administration

Experience

Sales Training Analyst (at Zain) September 2014 to Current.

- Training and development needs analysis.
- Deliver training courses for all departments.
- Admin user on learning management system (LMS).
- Prepare staff evaluations.
- Knowledge transfer audit.
- Check agent's performance
- Create training materials.

Customer Service (Talent Development & Quality assurances specialist) 2011 – 2014

To deliver the interventions of customer care newcomers and existing as assigned with the timely intervention within agreed period with ZERO complaints and assess training Results and Audience Feedback.

- To deliver the intervention for any new system or any update in the exist systems.
- To deliver the intervention for any new Products and Services.
- To deliver the intervention to develop the required staff talent level.
- To Monitoring CC Agents Knowledge and Behavior.

- Design and develop learning materials.
- Define most appropriate methods of knowledge and skills transfer.
- Compile feedback reports to line managers on training assessment results and attendance intervention
- Improving the agents skills in their careers .
- Responsible for coach and review the new agent's performance and needs during the trial period using coaching report.

Call Center Representative (at Zain) 2009 – 2011

- Call center Representative at Customer Service.

Training & Certifications

Train The Trainers on MTA Tools Kit

MTa Academy, 2018

Training of Trainers (TOT)

Izdehar Training Center, 2016

Problem Solving & Decision Making

Aims Training Center, 2016

Teamwork.

Asas Training Center, 2014

Effective Communication Skills.

Aims Training Center, 2013

Effective Relationship.

Zain Training Center, 2012

Managing multiple task and priorities.

HNI Training Center, 2017

MS Office Excel.

Zain Training Center, 2017

Fundamental of Customer Experience

Zain Training Center, 2016

Creative Thinking

Zain Training Center, 2017

Team Building

Zain Training Center, 2015

Skills

- Certified trainer.
- Knowledge Transfer Auditing.
- Development needs analyze.
- Planning Training programs.
- Communication skills.

Languages

Arabic: Experienced English: medium.

Projects

- Training Program | New Way of Retail (Vodafone Project)
New way of training which aim to change the mindset & behavior of the people not the skills.
- ELearning (LMS Implementation) KSA wide
Implementing form the ground up, a full in LMS implementation for the first time in Zain KSA.

References

Abdulkareem AlSimeri

Job Title: Manager at MOMRA digital transformation.

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Mohammed Alzahoor

Job Title: Sales Training Supervisor

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