



MUNIR ABAS

(Ph.D. Professor Assistant)

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Damascus, Syria

SUMMARY

Professor Assistant in Business Administration majored in Human Resource Management and Leadership, with two master degrees in business administration from USA and Damascus University. Outstanding teaching skills with more than eleven years of teaching different subject in Business Administration and Leadership in both English and Arabic Languages.

Human Resources Management and Organizational Development Expert with more than thirteen years of experience working for private, public, NGOs, national and international organizations including: EU projects, UN agencies and GIZ.

Outstanding skills in organizational structure re-engineering, management, leadership, communication, team work, project management and recruiting (i.e., diplomat competition panel member for the Foreign Affairs Ministry- MoFA)
Certified Management Consultant and Accredited IHRM Senior Trainer with other certificates including; Change Management and Human Resources Development, Microfinance Management, Public Sector Modernization, and ToT in Advocacy from international organizations such as; London Business School and ILO.

Founding member and the Board President of the Institute of Human Resource Management, (IHRM – one of the most active NGOs in Syria) with more than eleven years of outstanding work experience with NGOs.

EDUCATION

- **Ph.D.** Doctor of Philosophy in Business Administration, majored in Human Resources Management and Leadership **Damascus University** **2008**
- **MISM**, Master of Information System Management, **Keller School of Management, Chicago, USA** **2003**
- **MBA**, Master of Science in Business Administration, **Damascus University** **1999**
- **Post-Graduate Diploma of Business Administration**, **Damascus University** **1995**
- **BSC**, Bachelor Degree of Business Administration, **Damascus University** **1994**

WORK EXPERIENCE

Syrian Private University (SPU)
Faculty of Business Administration

Head of Human Resources Management Department

Professor Assistant in Business Administration – Full time

Damascus, Syria
9/2011 - Present

- Responsible for developing and improving all scientific and educational affairs suggestions in addition to scientific research and higher education in the faculty of business administration.
- Supporting the dean in supervising the workflow in the faculty regarding both scientific and educational affair in addition to scientific research and higher education, and following up the application of the higher education council and other councils of the university and the faculty council in the mentioned aspects.
- Presiding the accreditation committee in the faculty and transferring the committee's suggestion to the faculty council.
- Managing and organizing the curriculums of the human resources departments for the third year students to major in
- Heading the Human Resources Management & Marketing Departments

- Providing counseling services for the college staff regarding the majors process
- Teaching different subjects of business administration for all grades in both English & Arabic including the following subjects: Human Resources Management, Organizational Behavior, Leadership Skills, Management Problems, Logic & Critical Thinking and others.
- Providing counseling services for the students relating to their future careers and post graduate studies.

Business Consultant and Trainer

2006 – Present

Human Resources Management and Organizational Development Manager/Consultant/Trainer

As a freelance part time/full time/ project based consultant and trainer, I conducted many consulting and training assignments with international and national organizations from all sectors including the following: UNDP, UNRWA, ICRC, Banking Training Center, Ministry of Foreign Affairs (MoFA), Ministry of Administrative Development (MoAD), Ministry of Social Affairs and Labor (MoSAL), Institution of Social Insurance, United Color of Benetton, Mango, Zara, Magilla (clothing company), Maatouk Pharmaceutical Group, Ultra Medica Pharmaceutical Company, SETCO (IT solutions company), GIMINI Group (restaurants chain), Al-Badia cement company, Al-Nama'a for Detergents Manufacturing, Little Village and Omar Ben Abdelaziz School and more.

UNRWA

Damascus, Syria

Accredited Trainer and Consultant

2010- Present

I have been conducting many short and long term consultancy and training assignments with UNRWA since 2010 till the present including the following projects and training:

- Training of Trainer (ToT)
- Competency Based CV and Interview (CBI)
- Effective Communication Skills
- Time Management
- Negotiation Skills

UNRWA – Microfinance Institute

- Conducted training needs analysis for UNRWA Microfinance institute
- Customized training workshops schedule for six months
- Trained the staff on managerial, leadership, human resources management skills, team work, communication skills, SMEs, and other skills
- Supervised other trainers' workshops and performance over the entire training schedule
- Became one of the training provider roster for UNRWA in Syria

Ministry of Administrative Development

1/2017 – Present Damascus, Syria

Human Resource Management and Organizational Development Expert/Trainer

I am currently consultant and trainer in many projects of the ministry regarding HR and Organizational development reporting directly to the minister.

My Jeans Company (Fashion and Clothing Industry)

Damascus, Syria

Human Resources Management Consultant

12/1017 - Present

- I have described the key jobs of the company, customized their compensations and benefits, provided CVs, interviewed candidates, and hired the best candidates for the openings.
- I have been the consultant for the organizational chart, company's bylaw, job descriptions, compensation and benefits, and performance evaluation.

Ultra Medica (Pharmaceutical Company in Syria)

Damascus, Syria

Organizational Development Consultant

2/2017 –9/2017

- Conducting job descriptions assignment for more than 70 jobs and positions.
- Setting up grade system for the jobs described.
- Re-visiting the organizational chart and modifying it based on the business needs of the company.
- Training and supervising the HR department staff on how to conduct job description periodically.

Ministry of Foreign Affairs (MoFA)

Damascus, Syria

Diplomats Competition Panel Member

February 2016-January 2017

- I was one of the interview panel members in charge of setting the interview standards and questions and interviewing directly and selecting the best diplomats (65) out of more than 1500 applicants.

Banking Training Center**Damascus, Syria****Human Resources and Capacity Building Trainer****1/2015- 12/2017**

- This center is the only banking training center in Syria majored in all kinds of banking training for public and private sector banking and finance institutions. I started training in this center since the beginning of 2015 till the end of 2017. I trained different banking staff groups including supervisors and managers on different subjects including:
 - Human Resources Management – Three levels (Beginner, Advanced, and Professional)
 - Training of Trainer (ToT)
 - Competency Based Interview (CBI)
 - Effective Communication Skills
 - Time Management
 - Negotiation Skills

Little Village School**Damascus, Syria****Human Resources Management Expert****2/2016 – 11/2017**

- Reviewed and modified the organizational chart of the school
- Analyzed the jobs and described them based on the new organizational chart and objectives
- Founded human resources team and trained coached them during the consulting mission
- Conducted salary survey with counterparts schools in Syria
- Set up new salary scale based on work experiences, functions, seniority, and work conditions

UNDP**Damascus, Syria****Capacity Building Consultant & Trainer****8/2013**

- Conducted training workshop and consultancy for UNDP staff in Syria from top to bottom management for the subject: "Competency Based Interview" and I got an excellent evaluation and became one of their trainers' roster.

The Institution of Social Insurance (ISI)**Damascus, Syria****Training Consultant****11/2012**

- Conducted training needs analysis for more than 900 employees of the institute in its branches in Damascus
- Customized training workshops for capacity building of the social security concepts and best practices
- Became one the trainers' roster of ISI.

Ma'atouk Group (The largest Pharmaceutical Group in Syria)**Damascus, Syria****Organizational Development Consultant****3/2011 – 6/2012**

- Reengineered the group consists of 1100 employees, and 32 managers and 8 board of directors covering most of most Syrian governorates and mainly in the large cities.
- Set up the board of director roles and job descriptions as they turned from family business to corporate
- Selected and trained the human resources management team for the group consists of three managers and three supervisors and built their capacity and coached them to transfer the knowledge, knowhow, and best practices
- Redesigned the group key jobs, analyzed, and described them and kept training and coaching the key staff
- Set the compensation and benefits, and the training and development systems from zero levels
- Drafted new bylaw that fits the new mission, vision, and objectives of the group after the reengineering
- Offered all required consultancies and advises and provided key manager and employees even after the consultancy contract was over

SETCO – IT Solutions**Damascus, Syria****Capacity Building Training Course****2/2011 – 2/2012**

- Reengineered and set up new mission, vision, and objectives for the company's main branch in Syria and overseas
- Designed the jobs and analyzed them and developed new job descriptions for the entire company's positions
- Recruited key jobs for the company
- Conducted training needs analysis and drafted a training plan for the entire staff
- Set up compensation and benefits system and conducted salary survey
- Coached and trained core organizational development team

Al Badia Cement Company**Damascus, Syria****Organizational Development Consultant****2/2009 –6/2009**

- Set up salary and compensation systems from scratch level in addition to required policies and procedures on enrolling employees in social security system
- Recruited key managers and employees and provide the company with the required job descriptions
- Set up job families and categories including their salaries and compensations

- Provided the company with; the organizational chart, employment contracts, job description templates and procedures, and training strategy and plan

**UNDP/UNV United Nation Volunteer Programme
National Consultant**

**Damascus, Syria
1/2009 – 2/2009**

- Conducted analysis of the National United Nations Volunteer Living Allowances in Syria in relation to remuneration packages offered for similar services by different comparators such as national government, national NGOs, international NGOs, UN organizations, and local voluntary work involving organizations
- Supported the UNV project officer with preparing the mission programme and compile limited key documentation for the mission's review
- Prepared and conducted meetings with the international consultant with the different partners
- Conducted a brief aide-memoire and other notes required in English
- Conducted and submitted the national united nations volunteer living allowances review report to the HQ of UNV

**GIMINI Group (Largest Chain of Restaurants in Syria-10 restaurants) Damascus, Syria
Performance Evaluation System Expert**

1/2007 - 2/2007

- Set up performance management system
- Developed performance evaluation forms for 64 jobs from top management up to bottom level
- Conducted the performance evaluation for more than 240 staff members
- Provided the top management with the final report and supervised the bonus distribution for top performers

**Omar Ben-Abdul-Aziz School
Human Resources Management Expert**

**Damascus, Syria
10/2007 – 2/2008**

- Reviewed and modified the organizational chart of the school
- Analyzed the jobs and described them based on the new organizational chart and objectives
- Founded human resources team and trained coached them during the consulting mission
- Conducted salary survey with counterparts schools in Syria
- Set up new salary scale based on work experiences, functions, seniority, and work conditions

**Institute of Human Resource Management- IHRM (NGO)
Board President and Founding Member**

**Damascus, Syria
2006 – Present**

- Leading and managing the organization's staff, office, projects and systems in accordance with good management and human resources best practices
- Project manager of five main projects of IHRM projects; 1) Support to Establishing HR Departments in other organizations, 2) IHRM Certified Trainers, 3) Social Media & Website 4) IHRM Quarterly Newsletter, 5) Ideal Employee in Private Sector Companies in Syria, 5) People with special needs employment. 5) Research & Development and more.
- Creating and managing all social media and pages of IHRM (Facebook, Twitter, and LinkedIn)
- Setting up the yearly business plan that includes IHRM yearly projects and budget
- Ensuring that the projects complies with IHRM vision, mission, and objectives
- Assigning different projects to IHRM volunteering members and, monitoring, and evaluating them on a regular basis
- Representing and promoting IHRM's vision, mission, and objectives to the community, stakeholders, and potential sponsors using different media tools
- Networking IHRM with other educational institutions and students and encouraging the volunteering work in Syrian community
- Seeking potential sponsors for IHRM projects and try to maintain their interests
- Supervising and setting the monthly roundtable meetings for all IHRM members and guests and promoting the networking between them
- Supervising and contributing to the annual accounting audit reviews and reports
- Contributing to the production of IHRM prints and brochures
- Participating in many mutual projects, events, job fairs, and exhibitions with different public and private sector organizations such as the Ministry of Social Affairs and labor
- Building strong relationships with other NGOs, government and private organizations and international NGOs that share the same objectives
- Managing, organizing, and leading the weekly board meetings and IHRM yearly general assembly

GIZ-Support to the Syrian Economic Reform Program

Damascus, Syria

Human Resources Management & Organizational Development Expert 5/2009 – 9/2011

Conducting organizational development and reengineering for Public Corporation of Employment and Enterprise Development, known by PCEED (the sole public employment and SME agency in Syria that covers entire 14 Syrian governorates)

- Set up new organizational structure to help PCEED achieve its new objectives
- Drafted new by-law for PCEED based on the new structure
- Redesigned the jobs and conducted job analysis and descriptions for entire jobs to fit the agency new role
- Conducted training needs analysis of PCEED headquarter and its 14 different directorates in the governorates
- Planned, organized, and conducted capacity building training workshops to the top management (12 directors including CEO) and middle management (32 managers) and 300 employees in the headquarter and different PCEED branches using learning by doing technique in transferring knowledge and "know how"
- Communicated and coordinated effectively with international and national organizations partnering and working with PCEED including GIZ, UNDP, ILO, JICA, Trust (NGO), SMEs organizations and other bodies
- Managed, organized, and took key role in designing four Active Labor Market Programs in Syria to be put in the 11th five year plan of State Planning Commission in addition to their implementation plans. These programs; business incubators, business lab, career guidance, and promoting entrepreneurship in cooperation with government and private sectors stake holders.
- Communicated PCEED with other public organizations that have mutual objectives and potential to work together in common programs.
- Composed and presented regular project progress reports to the ministries and international and national bodies and stakeholders
- Represented the agency in most of events including conferences, fairs and overseas study tours and visits.

**Higher Institute of Business Administration (HIBA)
Doctor of Business Administration – Part time**

**Damascus, Syria
9/2006 –Present**

- Teaching Human Resource Management subject in Arabic & English for MBA, EMBA, and 4th Grade
- Teaching Organizational Behavior subject in Arabic & English for MBA, EMBA
- Teaching Organizational Development subject for EMBA
- Teaching Leadership Skills subject in English for MBA
- Teaching International Marketing subject in English for MBA students
- Teaching Marketing Management subject in English for Fourth grade
- Teaching Small and Medium Enterprises (SMEs) for 4th grade
- Supervising MBA/EMBA graduation projects.

**Damascus University - Faculty of Tourism
Doctor of Business Administration – Part time**

**Damascus, Syria
2012 –Present**

- Teaching Human Resource Management in Service Sector for 4th grade student
- Providing counseling services for students from different grades.

**Institute of National Administration (INA)
Professor of Business Administration – Part time**

**Damascus, Syria
9/2008 –9/2011**

- Taught Human Resource Management subject in English & Arabic for graduate-higher diploma students.

**Arab Bank - Syria
Human Resources Manager**

**Damascus, Syria
9/2008 – 12/2008**

- Implemented all necessary HR functions and policies
- Contributed to the formulation and implementation of HR overall strategy in line with the company's business strategy and objectives
- Provided inspirational leadership within in the company by developing and delivering key HR initiatives
- Developed and implement a workable and realistic recruitment strategy and plan
- Implemented an effective performance management system, reward structure, and career succession plans in order to deliver efficient processes for managing recruitment, performance, leadership, organizational culture and reward structure
- Analyzed training needs and design appropriate training plan in line with the company's business plan

- Ensured that the compensation and benefits provided are streamlined with the best practices in the industry
- Influenced and drive organizational change initiatives in support of business strategies.
- Analyzed statistical data and reports to identify and determine causes of personnel problems and turnover, and develop recommendations for improvement of organization's personnel policies and practices
- Maintained records and compile statistical reports concerning personnel-related data.
- Developed programs to attract and retain staff
- Prepared the HR budgetary (Recruitment, Training, Employees Relation, and all other related expenses) for the upcoming year based on the Business plan

**Modernization of Vocational Education & Training, EU Project
Human Resources Management and Development Expert**

**Damascus, Syria
11/2006 – 9/2008**

- Conducted Training Needs Analysis and analyzing their results in sixty one chosen companies (private and public) in Syria
- Conducted SWOT analysis for the chosen companies
- Planned the Human Resources Management and Development HRM/D strategies in the chosen companies
- Conducted different workshops introducing the main HRM/D functions and implement them inside the companies that include: Strategic HR and Planning, Recruitment and Selection, Human Resources Training, Salaries and Benefits Systems, Performance Management, Employee Relations and Safety and Health Strategy
- Used Learning By Doing method in training HR practitioners on implementing the HRM/D functions inside their companies
- Established HR System and Department from zero level
- Coached and supported companies on implementing the best HR functions in their companies using different methods of communication
- Worked together with Labor Market Component in introducing the new procedures and policies of employment offices for private sector main cities in Syria: Damascus, Aleppo, and Homs
- Helped companies in recruiting their staff
- Trained group of trainers in the chamber of industries in Syria on implementing HR functions to help companies and support them after the project end
- Conducted HR workshops, seminars, and conferences in Syria's major cities to raise awareness of the importance of HRM/D
- Provided HR consultations to the companies (private and public)
- Conducted skills inventories inside the companies.

**Damascus Rural Water & Sanitation Establishment Institutional Development,
European Investment Bank Project
Key Expert of HRM/D & Communication**

**Damascus, Syria
4/2007 – 1/2008**

- Developed human resources management plans
- Conducted institutional development of the entire establishment and its related economic units
- Trained the establishment and its economic units HR staff on applying HRM/D functions
- Supported in customer information and education campaign
- Conducted skills inventory and training needs assessment and analyze the results
- Supported the establishment on recruiting, select, and placement of new employees

**Benetton Company
Human Resources & Finance Manager**

**Damascus, Syria
5/2006 – 9/2006**

- Established Human Resources department from zero level
- Build a new organization chart for the new shareholders company
- Re-described and shifted jobs for all managerial levels
- Developed internal policies and procedures and improved salaries scales
- Represented the company in the formal meetings locally and overseas
- Developed and conducted HR, sales, and customer service training courses
- Recruited, interviewed, hired and trained new employees
- Communicated with employees and helped them adopting positive attitude
- Worked as an Internal Quality Management System Auditor (ISO9001)

- Re-engineered the financial department and explained its employees roles
- Managed the ERP System "Compass" project in HR and finance departments

**Al Namaa Company For Detergents Manufacturing
Plant & Human Resources Manager**

**Damascus, Syria
11/2005 - 4/2006**

- Managed the plant
- Build HR department from zero level
- Build the organizational chart and re-describe jobs for all positions
- Conducted training needs assessment and developed training courses in HR
- Participated in business planning
- Interviewed, hired, and trained new employees from all managerial levels
- Conducted feasibility studies for the new products
- Rearranged the suppliers and customers by their importance
- Coordinated communications channels between all company's departments
- Analyzed financial statements and ratios
- Managed and monitor the quality system according to (ISO9001)
- Build internal policies and procedure and improved salary system

**Shell Company
Branch Assistant Manager**

**OHIO, USA
12/2002 – 10/2005**

- Managed the entire gas station and its related grocery store
- Prepared financial statements and ratios and managing cash flow
- Dealt with suppliers and customers
- Represented the company in the formal meetings
- Interviewed, hired, and trained new employees on customer service
- Prepared employees' pay rolls

**KRUNAL, INC., Quick Stop
Store Manager**

**OHIO, USA
3/2000 – 11/2002**

- Managed the store including: recruiting, interviewing, hiring and training new employees and preparing pay rolls
- Prepared financial statements and ratios and managed cash flow
- Dealt with suppliers and customers
- Identified, analyzed and recorded the Journal's daily transactions and entries and posted transactions to the Ledger
- Prepared an adjusted Trial Balance
- Prepared financial statements and reports (Income Statement, Retained Earnings, Balance Sheet, and Cash Flows)
- Managed the year-end closing, made deposits, examined and analyzed bank statements, inventories, expenditures, and tax returns.

**Al ISSA Establishment
Human Resources & Commercial Manager**

**Damascus, Syria
1997 – 2000**

- Drafted organizational chart and developed job descriptions for all the jobs inside the company
- Represented the company in the formal meetings locally and overseas
- Developed internal policies and procedures
- Prepared business and marketing plan
- Arranged meetings between foreign oil and gas companies and key people in oil and gas industry in Syria
- Set up and represented new foreign oil and gas companies in Syria
- Developed and conducted different HR training courses
- Interviewed, hired, and trained new employees
- Conducted feasibility studies for new projects

**American Embassy
General Services Department Supervisor**

**Damascus, Syria
1997**

- Managed and supervised general services department employees
- Conducted training sessions for new employees
- Translated from English into Arabic and vice versa
- Interviewed , hired, and trained new service employees
- Prepared purchasing orders from the service department
- Prepared employees' payrolls
- Evaluated employees' performances

Mahroukat (SADCOP) Oil Company
Oil Coupons Accountant

Damascus, Syria
1996

- Prepared end of the month trial balance reports
- Prepared end of the month profit and loss accounts
- Prepared end of the year balance sheet
- Audited of AR, AP, and GL accounts and analyzing financial ratios
- Worked on Al-Amin Accounting software

SKILLS

- Excellent project management skills
- Very good command in using MS-Office and browsing the Internet.
- Very well command in managing and using social media (Facebook, LinkedIn, and Twitter)
- Excellent leadership and managerial skills
- Excellent public relations and communication skills
- Handle pressure very well
- Excellent in team work
- Excellent negotiation skills

TRAININGS & CONFERENCES

- **Speaker in the conference** “National Project of Administrative Reform in Syria”. Syrian British Society (SBC), Damascus University Conference Room, Syria. 13-14 January, 2018.
- **Erasmus + Contact Seminar with Southern Mediterranean Countries.** Rome, Italy. 18-19 October 2017.
- **Rome International Seminar. Mediterranean Crisis: University Cooperation for Sustainable Development and Peace.** Rome Tre University. Rome, Italy. 9-16 September 2017.
- **Accredited Senior Trainer** from the **Institute of Human Resource Management (IHRM)**, Damascus, Syria. Since March 24th, 2015 till now.
- **Syrian Erasmus + First National Information Day.** Damascus, Syria. 10-11 November 2014.
- **Regional Seminar on Human Resource Management in Higher Education** in the Southern Mediterranean Countries. **Tempus Program.** Nicosia, Cyprus, 19-21 June 2013.
- **Training of Trainer (ToT) in Advocacy & Using Social Media, The Arab ICT Organization, Beirut, Lebanon.** 10-13 December 2012.
- **Certificate of Psychological First Aid.** UNFPA, UN, Damascus, 14-16 April, 2012.
- **Microfinance Training Program.** Boulder Institute of Microfinance-International Training Center (ILO). Turin, Italy, July18-August5, 2011.
- **Public Management Certificate for Professionals.** Hertie School of Governance, Berlin, Germany, February 8 to March 30, 2011.
- **ICDL Certificate.** Asia Center, Damascus, Syria. 2011.
- **Certificate of Human Resource Strategy in Transforming Organizations.** London Business School, London, UK. 21-26 November, 2010.
- **Certified Management Consultant (CMC).** APCO, Milan, Italy. 2010- Present.
- **NGOs Capacity Building Certificate, INTRAC (UK) &UNDP (Syria).** 20-22 March, 2010.
- **Active Labor Market Programs (ALMPs) Study Tour – Germany, Austria.** 10-2009.
- **Internal Quality Management System Auditor (ISO 9001), DNV, Syria,** January 2006.
- **Sales Management Course, Syrian European Business Center (SEBC).** Damascus-Syria. 1999.

MEMBERSHIPS

- President and Founding Member of the Institute of Human Resources Management (IHRM) NGO, Damascus, Syria
- Active Member of Syrian Management Consultants Association (SMCA) NGO Syria

- Active Member of the Graduates of American Universities Association in Syria NGO
- Active Member of the British Syrian Society (BSS) NGO in Syria
- Founder & Editor of the IHRM Think HR Newsletter in Syria
- Founder, *Friends Without Borders* monthly Newsletter, UOP, Arizona, USA

LANGUAGES

- Arabic: Mother tongue
- English: Fluent (reading, writing, and speaking)
- German: Beginner

PUBLISHED RESEARCHES

- **The Effects of Materialistic and Moralistic Incentives on Employees' Performance -**
- **Case Study: Syrian Private University.** Damascus University Journal for the Economic and Legal Sciences, a Refereed Research Journal, 2018. Damascus, Syria.
- **The Effect of Training Needs Assessment and Training Period and Content on Employees' Performance-Case Study: Syrian Private University.** Damascus University Journal for the Economic and Legal Sciences, a Refereed Research Journal, 2017. Damascus, Syria.
- **The Effect of Physical Working Environment on Employees' Performance- Comparison Study in Syrian Private University before Moving to the Temporary Location and after.** Damascus University Journal for the Economic and Legal Sciences, a Refereed Research Journal, 2017. Damascus, Syria.
- **Effects of Leadership Styles on The Organizational Commitment: Comparison Study Between the Industrial Organizations in Public and Private Sectors in Syria.** Damascus University Journal for The Economic and Legal Sciences, A Refereed Research Journal, Vol.10-No.1-2009. Damascus, Syria.
- **Modern Leadership Styles in Industrial Companies in Syria.** Damascus University Journal for The Economic and Legal Sciences, A Refereed Research Journal, Vol.5-No.10-2008. Damascus, Syria.
- **Effects of Labor Turnover on the Organizational Results in the Affiliated Companies of the Public Textile Organization.** Damascus University Journal for the Economic and Legal Sciences, A Refereed Research Journal, Vol. 4-No.3-2000. Damascus, Syria.

DELIVERED TRAININGS

Conducted many workshops and training sessions in Human Resources Management, Leadership and Organizational Development including;

- Writing Competency Based CV
- Conducting Competency Based Interview
- Train of Trainers (ToT)
- Soft Skills including (Effective Communication Skills, Negotiation Skills, Team Building, Change Management, Goal Setting, Career Path, Time Management and more).
- How to conduct SWOT analysis and develop mission, vision, and objectives to your company
- Develop your company's organizational chart
- Strategic human resources management and human resources planning
- Recruitment and selection
- Performance management
- Human resources development
- Employee relations and occupational safety and health
- Establishing human resources system and department

PERSONAL INFORMATION

Place of Birth:	Damascus, Syria
Nationality:	Palestinian Syrian (Canadian Permanent Resident)
Marital Status:	Married
Military Service:	Done

References available upon request