


# RESUME

**Jasim Mohammed Sulaiman**  
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## Areas of Expertise

- Managing Learning Programs
- Managing Training Teams
- Instructional Design
- Learning Technologies
- Managing Training Budgets
- Performance Evaluation
- Standard Operating Procedures
- E-Learning

## Total Work Experience – 20 years

Professional **Training** Experience – 15 years

Training **Managerial** Experience – 8 years

### **AlMana Group, Qatar**

Learning & Development Manager – (May 2017 Onwards)

My role has been to set up and oversee the functioning of the training department for the AlMana group, who have several business interests in Qatar which include Automotive, Retail & Contracting. My role also involves ensuring the Customer View Point and NPS scores for respective brands, exceed the brand targets. As the Group Automotive Training Manager, I identify the training requirements of the business divisions in the organization, and design and deliver effective and impactful trainings which focus on elevating the customer experience across all touch points.

- Collaborated with business heads and HRBP's to identify, develop and implement learning solutions for workforce retention, promotion and succession planning.
- Managed the L&D department budget of 2.5 million QAR/year.
- Analyzed, Designed, Developed and Implemented the processes to improve the knowledge and skills of the employees across various verticals.
- Implemented Blended learning solutions, ensuring that all training and development programs work in accordance to the **70:20:10** principle.
- Developed Guides for conducting Product Training /Certification /Launches; especially Luxury Segment, including Sales Training and Operation Standards as per the Brand Principles.
- Ensured SOP's are implemented and adhered to across a group level.
- Achieved **#1 CVP** Scores for the region for FORD/Lincoln for over 4 years running & **#1 in NPS** scores for Stellantis.
- Partnered with senior management to identify and develop business improvement plans to achieve desired business results.
- Effectively worked with the respective stakeholders and trainers in Scheduling, Planning and Communicating the Training Planner for Generic & Brand Specific Training so that all the stakeholders are well informed with the programs at all time.
- Ensured the training products and services are up to the quality standards of the Brand Principles which includes Training Material, communication to the business, reports, room set up etc.
- Managed all the training events like new product launch training, technical skills training etc. to high level brand standards.
- Contributed to the creation of job descriptions for required roles along with setting KPI's to observe and measure competencies.

## **Al Futtaim, U.A.E**

Training Manager – (January 2015 – April 2017)

Sr. Training Consultant – (September 2012 – December 2014)

Responsible for ensuring the staff development programs have been delivered as required by the business divisions and ensuring that all the learning activities developed and delivered are focused on business improvements to achieve specified metric results.

- Collaborated with leadership and HRBP to identify, develop and implement learning solutions to improve Customer Impact Areas.
- Recommended process improvement to walk around checks and customer interactions to achieve increased CSI (Customer Satisfaction) scores in terms of FRFT (Fix it Right First Time).
- Managed the budget for the Aftersales Non-Technical training division for the Toyota Brand with Al Futtaim Motors.
- Delivered the Front Line Leadership Program (FLLP) to improve the leadership and managerial skills of the front line leaders.
- Developed Sales Guides for New Vehicle Launches, Sales Training and Operation Standards as per the Brand Principles.
- Delivered sales and aftersales training programs and assessed competencies.
- Delivered New Model training for the Sales and Aftersales teams.
- Ensured that all training and development programs work in accordance to the 70:20:10 principle.
- Supported the Regional TMC office to ensure best learning practices are captured and introduced to the business.

## **MSXi, India**

Training Consultant – (June 2011 – July 2012)

- Implemented the Retail Sales Certification program for Chevrolet across 3 levels; Bronze, Silver and Gold.
- Conducted Specialized Product Launch Training Programs for various brands like, Chevrolet, Ford, Tata Motors, Mahindra & Mahindra & Honda.

## **Indus Management Consultants Pvt. Ltd., India**

Zonal Trainer – (February 2009 – May 2011)

- Conducted Training Need Analysis – Retail Sales Team & Customer Service Team.
- Facilitated training programs on Sales Skills, Customer Service, Product Training & Systems.

**Other sales experience – 5 years** (April 2004 – January 2009)

## **Academic Profile**

MBA (Human Resource) – Capital University, India

Bachelor of Business Administration (BBA) – Bhartiya Shiksha Parishad, India

## **Certifications**

- Certified '**TSA21 - Master Instructor**' by Toyota Motor Corporation.
- Certified '**Stellantis Trainer**' by Stellantis, Middle East. (Ex-FCA)
- Certified '**FORD Trainer**' by Ford Middle East.
- Certified '**Association of Talent Development (ATD)**' Trainer.
- Certified Internal Auditor on **ISO 29990:2010 & ISO 9001:2015** by DNV-GL.

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