

# MOHAMED ADEL SADOHOM

HR TRAINING SPECIALIST



## CONTACTS

Al Rasheed Street  
Building No 76, Zone 37  
Doha, Qatar

## LINKS

LinkedIn:  
<https://www.linkedin.com/in/mohamed-adel-sadohom>

## SKILLS

- Time management skills
- Operational improvement
- Team building
- Business Development Team management
- Customer Needs Assessment
- Communications
- Customer Service Client Relations Sales
- Problem resolution
- Reports generation and analysis

## ABOUT ME

Detail-oriented Human Resources Management professional with more than 2 years of experience and expertise in training and orientation. Proven ability to choose proficient employees. Excels in regulatory compliance, making public presentations, and increasing community and vendor relationships. Customer oriented sales expert with extensive product knowledge. Experience in identifying customer needs and desires, friendly, and personal with more than 8 years of experience and positive relationship that led to regular clients. 3 times you get a better employee per month

## WORK EXPERIENCE

### Jarir Book Store

Doha  
Dec 2017 - Present

### HR Training Specialist

1. Ensure that staff attend the training room in a timely manner
2. Determine the company's training needs and prepare a training plan.
3. Preparing the training budget.
4. Implementing the training plan
5. Organizing the internal courses and related equipment, distributing the course evaluation form to the trainee, and analyzing their results
6. Implementing the job performance management system and monitoring the results
7. Monitor the trainee and measure the return from training
8. Update methodologies related to the training process
9. Calculating the results of performance indicators related to training
10. orientation for new employees and make sure that they are prepared in accordance with the goals and culture of the company
11. Coordinate collection of CV's and filtering
12. Assists in preparing evaluation reports
13. Provided high-quality training to employees using learning methodologies to promote and explain company's goals, mission, and values.

### Sales Supervisor

I was a supervisor responsible for 3 departments and the number of employees was 10. The tasks entrusted to me are the following:

1. Create sales and customer relationship opportunities by utilizing resources like store promotions.
2. Developing business in the assigned area to improve sustainable business growth through territory management.
3. Evaluate the job performance of the sales team.
4. Managing and supervising Merchandising team and indirectly the Distributor Salespersons, through effective coaching, management, and leadership.
5. Meet financial objectives by preparing an annual budget; scheduling expenditures; analyzing variances; initiating corrective actions.
6. Resolved and de-escalated customer complaints by solving issues quickly, achieved a high level of customer satisfaction.
7. Coordination with the Procurement Department in the volume of sales and laying down the needs plan for the required items for the departments

### Jarir Book Store

Doha  
Jul 2015 - Sep 2017

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## LANGUAGES

Arabic English

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## DRIVING LICENSE

Driving license category  
Private , Egypt

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## PERSONAL DETAILS

Date of birth  
27/01/1989

Nationality  
Egyptian

Marital status  
Married , 2 kids

**Jarir Book Store**  
Doha  
May 2012 - Jun 2015

### Salesman

The company was in the sales of computers and mobile phones and everything related to networks and programs. The tasks entrusted to me are as follows:

1. Packaged and wrapped customer purchases appropriate to size.
2. Made sure customers felt appreciated and encouraged their continued support.
3. Resolved conflicts calmly using exceptional problem-solving and interpersonal skills.
4. Provided support to customers by resolving their sales and service issues.
5. Marked items of merchandise with identifying codes and correct pricing before being transported to the sales floor.
6. Responsible for restocking shelves, rack, and bins with new products and promoted special items and changed signage.
7. Collaborated with vendors and other stores to determine market trends to choose appropriate items to sell to customers.

**Computer Shop**  
Al Mahalla Al-kubra  
Sep 2009 - Mar 2012

### Salesman

The field of work was in computer sales and software sales, and the responsibilities assigned to me were as follows:

1. Answering customer inquiries.
2. Assisting in receiving, verifying, and distributing cash.
3. Ensuring excellent customer service.
4. Maintaining customer confidentiality.
5. Managing balancing duties.
6. Promoting products and services.
7. Arranged displays of merchandise to feature new styles and attract customers and increase sales.

**Computer Shop**  
Almahalla Al-kubra  
Mar 2008 - Mar 2012

### Computer Repair Technician

Maintenance and hardware and software for computer. The specific tasks for me were as follows:

1. coordination with the users to identify any hardware-related issues.
2. collaborate with the other departments and technicians.
3. troubleshooting discover and pinpoint hardware performance
4. develop long-term solutions.

**Al Salam Legal Consulting Office**

Almahalla Al-kubra  
Mar 2008 - Apr 2009

### Lawyer

The most important responsibilities in charge were the following:

1. Gather relevant laws and precedents to make predictions of potential arguments and outcomes in court.
2. Responsible for taking minutes of staff meetings and court procedures.
3. Arranging the dates of the cases and their files for the special counsel
4. Conducted initial interviews of clients and witnesses to ascertain details of the case to be tried.

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## EDUCATION

**Tanta University**  
Tanta 2009

### Bachelor of Laws

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# COURSES

**EgyCham Certified  
HRCI and Ain  
Shams University**

Jul 2020 - Present

● **Human Resource Management Professional & Advanced Track**

**EDX Certified  
Harvard University**

Jun 2020 - Jul 2020

● **Exercising Leadership: Foundational Principles**

**Alpha Academy ,  
London**

Mar2020-Jun2020

● **Complete Diploma in Human Resource Management**

**Linkedin**

Jun 2020 - Jun 2020

● **HR Business Partner**

**Linkedin**

Apr2020-Jun2020

● **Strategic Human Resources**

**Linkedin**

May2020- Jun2020

● **How to Design and Deliver Training Programs**

**Udemy**

May2020- Jun2020

● **SAP HCM Enduser Course**

**Linkedin**

May2020- Jun2020

● **SAP ERP Essential Training**

**Coursera Certified  
University of  
Minnesota , USA**

Mar 2020 - May 2020

● **Specialization Human Resource Management: HR for People Manager**

**Xford Home And  
Student , London**

Mar 2020 - May 2020

● **Mini Diploma in Human Resource Management**

**Almentore  
Academy , Egypt**

May 2020 - May 2020

● **Fundamentals of Human Resources Management**

**Almentore  
Academy , Egypt**

May 2020 - May 2020

● **Mini MBA In Entrepreneurship**

**Linkedin**

May 2020 - May 2020

● **Train the Trainer**

**Microsoft , Qatar**

Dec2019-Dec2019

● **Microsoft Office Accreditation course**

**British center ,  
Egypt**

Jun 2011 - Aug 2011

● **English Language Intermediate Stage course**

**British center  
,Egypt**

Sep 2009 - Dec 2020

● **ICDL**