

Kamal Ahmed Sulaiman
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CURRICULUM VITAE

Professional Knowledge and Experience:

More than 15 years experience in HR - Training and Career Development, and Performance Management, during which I have gained an extensive knowledge, skills, and abilities in different aspects of training whether technical or non-technical.

I have contributed as a Training & CD Manager in several iconic multi-national companies running different types of businesses (i.e chemical manufacturing, engineering contracting, and retailers).

I have almost occupied every position that relates to training function, i.e Training Instructor, Training Coordinator, Training Supervisor, OJT Supervisor, Career Development Specialist, Training & CD Manager, L&D Manager. Therefore, I am fully conversant with all aspects of employees training and development.

I have a proven hands-on record in tackling all lack of training issues, programs, Job Tasks Standardization (JTS) for workforce in manufacturing, processing, installation, maintenance, marketing and sales, and administration. This experience has accumulated over more than 15 years by working closely with highly sophisticated companies, such as Tasnee, Mitsubish Electric, Aramco, KFUPM, Yanbu Industrial College, Yanbu Chamber of Commerce, and other technical colleges, whether directly or indirectly.

An extensive experience in all key training and career development issues and best practices conducive to the following areas:

Training Policies and Procedures, On boarding, TNA and Critical Skills Gap analysis, Budgeting, Planning, and Organizing, Career Planning & Development, Performance Management, Technical OJT Programs Design and Management, Succession Planning - Nationalization Programs Training Materials Development - Programs Quality Control - Competency setting and management - Job Analysis - Instructional Design & Development - Training Effectiveness Measurement –ROI - Encouragement and development of right work behaviors, and KPI.

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AREAS OF EXCELLENCE:

- Development of Job standards and competencies.
- Budgeting & economical management of expenses.
- Performance evaluation and management, KPI's, and benchmarking.
- Planning and management of OJT and Apprenticeship Programs.
- Task, knowledge, and ability analysis.
- Continuous improvement through quality monitoring and control.
- Selection and training of instructors, coaches and mentors
- Development of training programs for supervisors & managers
- Development of training policies and procedures

Mitsubishi Electric Saudi Co. Ltd., Riyadh

2014 – 2016 : Learning & Development Manager

Key achievements: (Brief summary)

- Chairman of the “Training Committee” consisting of EVP, Field Operations Manager, QC Manager, Maintenance Manager, Installation Manager, and Business Development Manager.
- Review, revision, and creation of Job descriptions for all company positions including all levels of management, Engineers, Technicians, Managers and Supervisors.
- Creation of training objectives, plans, action plans, policies, procedures and related training forms and documents.
- Budgeting of yearly training requirements to be invested on the right persons at the right time.
- Creation of a standard training programs for technicians, new technicians and engineers (maintenance / installation) in cooperation with Maintenance/ Installation/ FOD departments.
- Identification and selection of trainers, and mentors for installation / maintenance of elevators from different regions.
- Preparation / selection of training materials, programs objectives, standards, and schedules for new technicians and engineers in cooperation with concerned depts.

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- Design / preparation of assessment tests, and testing criteria for newly joining technicians and engineers to determine their training requirements, in cooperation with instructors.
- Monitor/ oversee testing and training of more than 1000 new/current engineers and technicians
- Executed an agreement with the Royal Technical College (Riyadh-KSA) for cooperation and exchange of experience in training and OJT.

CRISTAL GLOBAL, Saudi Arabia, Yanbu Industrial City
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2008– 2009: Career Development Specialist

- Identify career development needs / talents on departmental level within CRISTAL Arabia by working closely with line managers.
- Guideline managers to tackle Performance Management & Career Development issues.
- Develop effective Saudization training programs for fresh Saudi graduates in coordination with different departments and Yanbu Industrial College in Royal Commission, Yanbu, KSA.
- Implement the “Appraisal and Performance Management System” together with line Managers.
- Review and suggest ways to improve P.M & C.D policies and procedures.
- Establish and maintain succession plans for CRISTAL from skilled up to G.M level.
- Coach employees in designing career development plans, and Career Path (Roadmap).
- Participate in talents identification and their development programs.

2003 – 2008: OJT Supervisor

- Plan, prepare, monitor, oversee and evaluate OJT activities for newly recruits (technicians, operators, supervisors, and engineers in close coordination with different departments and units and mentors.
- Participate with Training & CD Manager , and other departments managers in formulating the annul training plan
- Conduct skills audit / TNA based on information/ recommendations stated in biannual Appraisals in order to decide whether an employee’s low performance (If any) is a skill-related or due to other factors.

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- Review and revise training procedures as required, and ensure all curriculums / syllabi are ready and up to date.
- Supervise and monitor all in-house and external training activities, and handle the sourcing of competent trainers from abroad.

2001 – 2003: Training Supervisor / Training Manager (A)

- Develop training objectives, plans in line with overall strategic objectives of the company.
- Identify training and development needs of CRISAL through TNA's, appraisal scheme, and regular consultation with department's managers.
- Manage, organize and control all training activities / programs and ensure its conformity with allocated budget.
- Assess return on investment of training as a developmental tool.

2000 - 2001: Instructor / Training Coordinator

- Deliver computer training for company employees as per levels (Windows, Word, Excel, PowerPoint, project)
- Deliver English courses as per levels (during the absence of English Teacher)
- Source for required training courses and request quotations
- Arrange training venues, course materials, hotel reservations, and notify participants.
- Deliver HR briefing (as part of new hire orientation) for newly appointed employees.
- Conduct English tests for new Arabic speaking employees as required.

1996 – 1999: Sales Executive / Area Sales Manager – Tio2

- Meeting & exceeding sales targets for my assigned area (Egypt, Jordan, Syria, Lebanon, and Iraq).
- Identifying and acquiring new customers, as well as up-selling to the existing customers.
- Managing the entire sales cycle from inception to successful closure.
- Build strong relationships with customers.
- Coordinate with other teams to ensure smooth delivery of products & services.
- Prepare regular reports and participating in regular meetings to review performance.
- Analyzing market trends and competitors' activities and formulating strategies to respond to these.
Negotiating contracts and packages

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- Respond to incoming email and phone enquiries
- Act as a contact between a company and its existing and potential markets
- Negotiate the terms of an agreement and close sales
- Gather market and customer information

Arabian Information Systems (AIS), Jeddah

1993 - 1995 : Sales & Marketing / Maintenance Manager

- Generate sales forecast and develop sales plan, lead and motivate sales team to meet targets.
- Conduct marketing research to identify opportunities and weakness for better competing.
- Establish and maintain strong business relationships with our customers.
- Analyze sales statistics to determine sales potential and inventory requirements
- Generate and oversee sales promotions, advertisements, and publicity campaigns.
- Ensure that all our customers are satisfied and are receiving the best services they deserve.
- Monitor and oversee Maintenance workshop.
- Added many big customers to our list of sales (i.e Ministry of Education, Principality of Medina, Borders Guard, King Abdulazi University, Islamic Development Bank, Ministry of Civil Aviation, .etc)

1992 – 1993: Computer Support & Sales Engineer

- Construction and troubleshooting Local Area Networks.
- Install / troubleshooting of Microsoft & other software, and computer peripherals
- Assembly & Maintenance of PC's and notebooks.
- Promote & carry out the sales of company products.
- Build and maintain good business relationship with customers and governmental Institutions.
- Respond to customers' complaints, and Follow-up to ensure their satisfaction.
- Cooperate and support other Sales team members to achieve the overall marketing and sales objectives.

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AL-MAJAL SERVICE MASTER, Jeddah, Saudi Arabia

1991 -1993: Assistant Branch Manager (Taif – Tabouk)

- Responsible for the major branch operations (Air port services – loading/offloading of Airplanes, hospitality services, housekeeping, security, and landscaping).
- Supervise HR functions, i.e local recruitment, workplace safety, employees' relations, training, social insurance, compliance with labor law, etc.
- Supervise all administrative, personnel, procurement and financial issues i.e monitor attendance, promotions, end of services, payroll, expenses, etc, in addition to warehouse.
- Handle and cope with customers complaints.
- Participate with Branch manager in setting budgets and operation procedures.
- Generate monthly and annual reports.
- Coordinate with airport authority to provide smooth operations of services.
- Assist branch manager in marketing company's services, and solicit potential customers.

Freelance Translator (English – Arabic pairs)

Translate all types of documents from English to Arabic and vice versa. Topics covering: Legal, technical, medical, business, science, etc.

Translation firms I have worked with as a Freelance Translator:

2019 - 2019 - **Diamond Legal Translation – Dubai, UAE**
2018 – Up to now - **Middle East Legal Translation – Sharjah**
2013 – Up to now - **Al Sayed Legal translation – Dubai, UAE**
2014 – 2016 - **Revin Legal translation – Dubai, UAE**
2013 – 2014 - **Al-Burag For translation– Egypt**
2012 – 2014 - **CCT Legal translation – Sharjah**
2007 – 2009 - **Walid Jadallah, Royal Commission – Yanbu, KSA**
1991 -1992 – **Procter& Gamble (Ali Rizah) – KSA, Jeddah**

Training Courses:

Short: (2 -5 days)

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- Leading with Emotional Intelligence – GLOMACS, UAE
- Effective Leadership – Ecoman, UAE
- How to deal with others – Al-Taweel Training center, KSA
- ISO9001:2000 and Process Mapping – Al-Khorayef Management center, KSA
- Quality System Internal Auditor Training course – BSI, UK
- Lead Quality Auditor certification – BSI, UK
- The Cost of Quality – Dr. Ahmed Al-Moreb – CRISTAL, KSA
- Time Management – SelectTrain, UAE
- Communication & Presentation Skills –ICTD, UAE
- Total Quality Management – Intech, UAE
- Management Skills for Performance Excellence – Intech
- Job Evaluation, and Job Description, Mercer, KSA
- And lots more...

Long (15 days – 6 months)

- Elevators types and classifications, Mitsubishi
- Elevators components and layout, Mitsubish
- Installation of Elevators – AZ, Mitsubish
- Maintenance of elevators (preventive – corrective), Mitsubish
- Basics of Electronics – AIS/Gateway US
- Process Operation of Titanium Dioxide, Cristal Global
- Major manufacturing units of tio2, Cristal Global
- Safety and evacuation / First Aid Cristal Global
- Computer programming (Pascal, Fortran, Basic, Assembly Language)
- Computer Maintenance and Troubleshooting, Northgate, US
- Networks Installation & Troubleshooting – AIS/Northgate Computers, US
- Novel Netware, Arabian Information Systems (AIS)
- Notebooks Maintenance and Troubleshooting, Sunrise, Taiwan
- Point of Sales Installation, programming and maintenance, AIS
- And lots more....

Education

- BSBA Mindanao State University, Philippine
- Computer Engineering– Bombay University, India (Not Completed)
- Diploma, (Management) –All India Institute of Management, Madras
- Diploma, (Marketing & Sales) - College of Professional Management, UK

Thank you,