
MUDDASER ALTAF

Mobile: +971563850500 | Email id: muddaseraltaf@gmail.com

Address: Dubai, UAE

LEARNING AND DEVELOPMENT, TALENT AND HR

Skilled in Hybrid learning, E-learning, Design, People development, technology and leadership. Result-Oriented professional in the field of learning and development and proficient at managing & leading team for running successful training operations. Well versed in developing procedures, building roadmaps and service standards for business excellence. A trainer and public speaker by heart with immense love for storytelling and fun learning. Certified Trainer via ILM, APPLE product professional and simulation training expert.

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|---------------------------------|----------------------------|-----------------------------|
| ✓ Hybrid learning | ✓ Content design | ✓ Talent development |
| ✓ Career path development | ✓ Online learning platform | ✓ LMS building & management |
| ✓ Strategic Planning & Analysis | ✓ Soft Skills | ✓ Human resource |

EMPLOYMENT HISTORY

DAMAS JEWELLERY, GCC

Dec 2017 – Present

Senior GCC trainer

- Retail and soft-skills trainer (ILM UK. Certified Trainer) GCC: Visiting GCC countries and making sure all the stores and Backoffice are well trained.
- Developing and conducting soft-skill courses. Induction programs and product knowledge courses. I have a great eye to design training programs which have a long-lasting impact.
- Training of simulation courses (Experiential learning), which is one of the highest engagement courses with a lot of interaction between trainees.
- Expert on online and instructor led trainings: online trainings can be boring and (sometimes) useless if the trainer is not able to engage with the team.
- Manage an online learning platform from course creation to technical aspects: I build LMS website and the mobile app from scratch which is not the core of our training base.
- Project management of various projects in the company like PMS, Employee self-service. Hands on experience on TNA and Budget control for department

ETISALAT

Nov 2014 – Dec 2017

Master trainer

- Conduct induction programs for new retail sales staff including product and system knowledge plus soft skills.
- Take part in designing, improving and developing different training programs for sales staff including soft skills.
- With the help of TNA (training needs analysis) assess the sales staff and design tailored trainings to help them grow in their career path
- Do refresher trainings plus new product launches via F2F training
- Engaged in a major cultural improvement project (where are benchmarking best telecoms and improving internal and external customer services)

ETISALAT

Jan 2013 – Nov 2014

Duty Manager

- Handling stock and store with a team of 8 people
- Handling performance for staff and making sure the store achieves the target and everyone is happy.
- Supervising cash closing and banking
- Training the staff for new products, I was a trainer from the beginning so it helped.
- Training for motivation of staff.
- Making plans for improving sales and efficiency
- Handling complaints and queries

FREELANCE, PAKISTAN

Jan 2010 – Nov 2012

Freelance trainer

- Handled various training and mentoring projects with different entities.
- Taught various courses to students.
- Made presentations and delivered as freelancer.

EDUCATION

MBA master's in business administration - marketing/IBMS Faisalabad Pakistan – 2012

PROJECTS / CERTIFICATIONS

ILM certified trainer (ILM UK)
Apple product professional (officially from Apple)
Simulation training expert (certified by Practix)
Handled and executed performance management system for Damas jewellery
Created state of the art LMS system for Damas
Communication skills (Etisalat academy)