

## Trainer's Profile: **Anas Abu-Hamam, MSc, PMP**

*Birth Date: 25.02.1976, Nationality: Germany, Residence: UAE*

### **A. Bio**



Customer Centric, Quality Driven & Globally experienced. With over 20 Years of Customer Service & Management Experience in Germany and in UAE. His passion is to always see his customers happy and does his best to always exceed expectations. Throughout his career, he handled managerial positions since the age of 18. In UAE, he has successfully handled numerous L&D Projects of many organizations since the year of 2004. He also trained a lot of his colleagues, partners, associates and clients on Customer Service Excellence, Project Management & Business Intelligence using Microsoft Excel. As a Certified Project Management Professional and with a strong IT Background, he always follows the Business Intelligence Model of CMUI (Capture, Measure, Understand, Improve).

### **B. Specialization**

His expertise is geared towards exceeding Customers' Expectations.

His skills also include:

01. Customer Relationship Management
02. Project Management
03. Business Management
04. Business Intelligence
05. Partner Relationship Management
06. Event Management

### **C. Experience**

01. Current: Managing Partner, Platinum CPD, Dubai Knowledge Village
02. 2004-2010: President, Training Solutions, ExecuTrain LLC, Dubai, UAE
03. 2002-2003: EU Project Assistant & Germany Rep, Umea University, Sweden
04. 1994-2002: Shift Manager & GM Rep, McDonald's, Germany

### **D. Education**

01. Master of Science in Engineering, MSc, Umea University, Sweden
02. Diplom Informatiker (FH), University of Applied Sciences Cologne, Germany
03. Kuwaiti Arabic High School, Bonn, Germany
04. Certified Project Management Professional (PMP®), PMI®, USA
05. IBTA Certified Business Professional Instructor : Customer Service, USA

## E. Corporate Workshops delivered

- Customer Service Excellence
- Customer Service for Help Desk Professionals
- Customer Service for Call Center Professionals
- Strategic Customer Service
- Customer Service Excellence for Entrepreneurs
- Customer Service Expert at TECOM SME Builder Workshops
- The Power of Excellent Customer Service
- Leading Service Excellence
- Service Quality Journey
- Service Excellence Implementation
- Project Management: CAPM®, PMP®
- Microsoft Excel, Outlook & PowerPoint

## F. Recommendations

"Anas has been the singular focus point for training needs at Siemens INS Dubai. He has been an expert with a high integrity when designing specific training modules for the Company. Highly recommended to any organization with Training needs."

— **Kamal Mehta**, HR, Siemens INS Dubai

"Anas was of great help. He used to provide us with our demands of training that exactly met our requirements with best offers and he was so cooperative. He is one of the best whom I've made business with."

— **Sahel Al Bitar**, PMP, ITIL, CISA, CISM, Service Management Head - AGT, Arab Bank PLC

"I have known and worked with Anas for the past 6 years. Anas has shown that he is a true professional and he understands the client needs and provides the service that the client needs. I have no problem in using Anas' services when the need arises again and I highly recommend him to anyone who requires his services"

Top qualities: Personable, On Time, High Integrity

— **James Chapnevis**, PMP ITIL V3 Expert COBIT, Zayed University

### Partial List of Participants Trained from following Companies

- DEWA (Dubai Electricity & Water Authority)
- DIB (Dubai Islamic Bank)
- EIB (Emirates Development Bank)
- ADIB (Abu Dhabi Islamic Bank)
- GEMS Education
- Pepsico
- Dubai SME
- DED (Department of Economic Development)
- EMAAR Hospitality
- Al Seer Maritime
- EAD (Environment Agency Abu Dhabi)
- Deutsche Bank
- Hamptons International
- Hiphone Telecom
- OnTime
- Tetra Pak
- DNRD (Dubai Immigration Department)
- Fujaira Municipality
- Abu Dhabi Quality & Conformity Council
- Emirates NBD
- MEED Projects
- Dubai Petroleum
- ABB
- AS Schneider
- NBK (National Bank of Kuwait)
- GE (General Electric)