



## DR. OSAMA FARIS

Certified Business Trainer - Certified Training Manager -  
Certified Strategic Manager - Certified Risk Management  
Manager - Subject Matter Expert (SME) - Retail Banking  
Manager Master Coach - Business Development Manager

Jordanian

Amman - Jordan

1972

male

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00962779059305

### PROFILE

- Extensive Practical and Academic Experience Invested in Training & Development.
- Certified Training Manager & Certified Business Trainer in Management, Strategic Management, Risk Management, Leadership, Human Resources, Work Skills, Professional Diplomas, Retail Banking, and a List of advanced Certified Training Courses.
- Conducted Training programs and Development Projects for Government and Private Organizations as well as individuals in different countries.
- Conducted Long-Term and Short-Term Training and development programs.
- Certified Trainer & Training Manager by Regional and International Institutions as Following:
- ARAB TRAINERS UNION - ATU.
- AMERICAN BOARD.
- OXFORD COLLEGE.
- CERTIFIED INTERNATIONAL PROFESSIONAL TRAINERS – CIPT.
- INTERNATIONAL COLLEGE IN LONDON – ICL.
- LONDON BUSINESS COLLEGE.
- INTERNATIONAL BOARD OF CERTIFIED TRAINERS - IBCT.
- ACCREDITED MASTER COACH (AMC) – AMERICAN SOCIETY OF MANAGEMENT CONSULTING (ASMC).
- IMPLEMENTING PEARSON BTEC HN - PEARSON UNIVERSITY.

### WORK EXPERIENCE

2021 → present

**TRAINING & DEVELOPMENT PROJECTS -  
Jordan**

CERTIFIED BUSINESS TRAINER

- Handle Training & Development Projects.
- Provided Professional Diplomas to Jordan University & Alzarqa University Continuous Education.
- Business Administration Diploma.
- Hospital Management & Medical Records (Diploma).
- Management Training Courses.

2019 → 2021

**KNOWLEDGE ACADEMY - Oman**

Business Trainer - Consultant

Trainer & Lecturer for:

- Work Skills.
- Human Resources Management (HRM).
- Professional Training Courses.
- Customize Training Courses.
- Handled Training Projects Across Sultanate Of Oman.
- Manage The Faculty Team.
- Prepare and send Students Reports To Management.
- Coordinate And Discuss Training & Development Projects with Difference Organizations.

2007 → 2019

TRAINING & DEVELOPMENT Istanbul – Dubai  
– Abu Dhabi

Business Trainer & Consultant

Istanbul Turkey.

2017 - 2019

Business Trainer for International Students

- Strategic Management Training Courses.
- Management Training Courses.
- Leadership Training Courses.
- Human Resources Training Courses
- Customized Training Courses.
- Long Term Training & Developments Projects.

Dubai – U.A.E

2015 - 2017

Business Lecturer

- Work Skills Diploma Two Years Vocational Study.
- Team Leader (Faculty of Management).

Abu Dhabi – UAE

2014 - 2015

Subject Matter Expert (SME)

- Abu Dhabi Municipality.
- Business Process Reengineering Project To The Municipality of Abu Dhabi, Al Ain, & Western Region.
- Reevaluate Existing Process For the Entire Services.
- Develop New Processes For New Services.
- Conducted Professional Training Courses for Municipality Employees In Advanced Customer Service, Management, and Business Subjects.

Al-Ain – U.A.E

2013 - 2014

Abu Dhabi Gov. Call Center

Consultant & Business Trainer

- Call Center Training and Development Project.
- Conducted Specialized Call Center Training Courses in:
  - Reports Generation.
  - CRM System.
  - Supervisors Skills.
  - Leadership Competencies.
  - Call Center Quality.

Dubai & Abu Dhabi

2012 - 2013

Trainer - Business and Retail Banking

- Business & Retail Banking Training Project for Abu Dhabi National Bank & Dubai Bank.
- Management Skills.
- Leadership Skills.
- Soft Skills.
- Retail Banking.

Abu Dhabi - U.A.E

Al Khawarizmi Int. College

2010 - 2012

Lecturer and Trainer

- Lecturer - Banking and Management Subjects.
- Business Trainer at Training Campus.

Ajman – U.A.E

2007 - 2010

The Direct Management and Consultancy Center.

Business Trainer.

Conducted Training Courses for Organizations and Individuals in:

- Management Skills.
- Leadership Skills.

- Human Resources Management.
- Call Center Manager.
- Setup & Develop Call Centers.

2006 → 2007

**Doha Bank - Qatar**

DIRECT BANKING MANAGER – RETAIL BANKING

- Recruit, Train, & Manage The Staff.
- Develop The Call Center, E-Banking, & Direct Sales.
- Develop and Implement Financial Plans, Policies, & Procedures.
- Prepare MIS Report To Senior Management.
- Plan, Organize, Lead, Control, & Evaluate The Operations.
- Handle The Over Operation Of The Direct Banking.

2004 → 2006

**Bank Dhofar - Oman**

DIRECT BANKING MANAGER – RETAIL BANKING

Executive Manager.

- Setup And Develop Bank Dhofar Direct Banking Center. Recruit, Train, & Manage The Staff.
- Develop, And Implement Financial Plans, Policies, & Procedures.
- Prepare MIS Report To Senior Management.
- Plan, Organize, Lead, Control, & Evaluate The Operations.
- Fortnightly Meeting With Bank Executive Management Team, Participate In Developing the Plans And Follow The Implementation.
- Attend Business Continuous Improvement Meetings.
- Develop DIRECT banking KPIs.
- Conduct Training To Bank Staff In Retail Banking Products, Management, Leadership, & Soft Skills.
- Constant Communication and Coordination with Different Departments Such As Marketing, Risk Management, Compliance, & Audit.

2001 → 2004

**Arab Bank - Dubai**

DIRECT BANKING Assistant Manager

- Participate in Developing the Retail Banking Division and DIRECT BANKING Department.
- Plan, Organize, Lead, Control, And Evaluate The DIRECT BANKING Operations.
- Handle Customer Enquiries.
- Develop Arab Bank Website.

1996 → 2001

**Mashreq Bank - Dubai**

Customer Service Officer

- Dealing With all Retail Banking Products.
- Serve Customers Face To Face and over the phone.
- Coordinate and communicate with Different Departments Such As (Loans, Credit Cards, complaints, Risk Management, And Audit).
- Conduct Training Sessions and induction to New Candidates in Soft Skills and Retail Banking Products.

## EDUCATION

2000 → 2002

**Florida Atlantic University**

Master of Business Administration - MBA

1994 → 1996

**Arab Academy for Banking & Finance Management**

Post Gradation in Banking and Finance Management

1990 → 1993

**Pune University**

Bachelor in Business Administration

- Agricultural Lending, Arab Academy
- Developing Countries Experiments in Investment Boxes, Arab Academy
- Diffusion of Anger, Mashreq Bank
- Problem Solving and Decision Making Workshop, Mashreq Bank
- Gray Wolf Sales Training, Mashreq Bank
- Fast Tracking and Marketing Plan Workshop, Mashreq Bank
- IELTS, British Council
- Negotiation Skills, ABAMI
- Professional Selling Skills, Emirates Institute for Banking & Finance Studies
- Website Management, Emirates Institute for Banking & Financial Studies
- Oracle Marketing Online, Oracle University
- MS - Project, Polyglot Institute - 2004
- Business Writing in English, Hawthorn
- Standardization on & Scheme of Works Practices - Higher College of Technology
- TOT – International Board of Certified Trainers IBCT
- Knowledge Management – Sadeem
- Six Thinking Hats – Sadeem
- Strategic Planning – Idraak
- Emotional Intelligence - Idraak
- Certified International Trainer - International College in London - ICL

**EXAMPLE OF CONDUCTED TRAINING COURSES:**

- Knowledge Management
- Managing Diversity
- Manage Your Personal Energy
- Managing Your Career
- Marketing
- Negotiation Skills
- Office Management
- Operation Management
- Performance Management
- Personal Confidence and Motivation
- Personal Development
- Personality Public Speaking
- Planning For-Success Budgeting
- Public Relations
- Quality Assurance
- Reports and Strategic Planning
- Risk-Management
- Running Effective Meetings
- Selling-Skills
- SIX Thinking Hats
- Setting Your Vision and Defining Your Goal
- Stress Management
- Soft Skills
- Supply Chain Management
- Talent Management
- Team Building
- The Power of Coaching
- Thinking Skills
- Thinking Strategically
- Time Management
- Training Skills
- Writing Policies, Procedures

- Certified Strategic Manager
- Diploma in Strategic Management
- Diploma in Business Administration
- Certified Human Resources Manager
- Diploma in Human Resources
- Certified Total Quality Manager
- Diploma in Total Quality Management
- Training of Trainers - Certified Trainer
- Certified Manager
- Certified Coach
- ISO - International Scandalization Organization
- SIX SIGMA
- Diploma in Hospital Management and Medical Records.
- Administration Skills
- Advanced Recruitment, Interviewing and Selection
- Advance Customer Service
- Certified Call Center Agent
- Certified Call Center Supervisor
- Certified Call Center Manager
- Advanced Sales and Marketing
- Business Development
- Business Etiquette
- Career Management
- Certified Supervisor (CS)
- Change-Management
- Contract Law
- Coaching-And-Mentoring
- Communication and Presentation
- Conflict Management
- Counselling-Skills
- Customer Relationship Management
- Dealing With Conflict and Complaints
- Decision Making and Problem Solving
- Delegation-And-Empowerment
- Developing Personal Effectiveness with Positive Skills
- Emotional Intelligence
- Employee Relations Roles and Responsibilities
- Employers Guide to Recruitment
- Entrepreneurship
- Finance for None Finance
- Future Leaders
- Getting-Motivation-Right
- Goal Setting For Success
- HR Professional from Traditional HR Role to Business Partner
- High-Impact-Interpersonal-Skills
- How-To-Improve-Your-Company's-Performance
- Job Application & Resume
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