**William Aoun**

*HR manager- Formatech*

*Senior Trainer- Formatech/Tamayyaz*

*A results driven professional with more than ten years of experience in designing, developing and delivering programs focused on Customer Engagement Process, Customer care, Time Management and Advanced Computer Skills. His strong and unique Negotiation and Communication Skills has helped him ensure that best practices are demonstrated across all areas of the organization.*

William has graduated from the University of Saint Joseph with a bachelor degree in Banking Studies, and is a holder of a Master degree in Organization Management from UQAC University.

He worked for eleven years in different departments at Bank of Beirut including front office, back office, operations and customer care departments at Bank of Beirut. Based on a profound experience over the past seventeen years in Customer Relationship Management, Project Management, Operations, Human Resources and IT solutions, William has been consistently and successfully implementing complex IT projects as well as Business and Management solutions for Individuals and Corporations.

William has joined Formatech in 2005 as a part time trainer and became its HR Manager in January 2010. He is experienced in leading, coaching & training front liners and Customer Care people in diverse fields.

William is a versatile facilitator and certified trainer, possessing extensive experience in transferring his knowledge and experience to participants attending his workshops and training sessions. He has also demonstrated a strong ability to create highly interactive workshops by utilizing challenging and practical role-play scenarios allowing participants to rehearse and practice acquired skills on the spot.

**Scope of Work:**

1. **Soft Skills Facilitator**
* Delivering Soft Skills workshops:
* Body Language
* Business Problem Solving
* Communication Skills
* Conflict Management
* Cross Selling
* Customer Complaints and Handling Difficult Customers
* Customer Service
* Customer Service and Professional Etiquette
* Effective Telephone Skills
* Goal Setting
* Time Management
* Negotiation Skills
* Presentation Skills
* Public Speaking
* Sales Basics
* Team Building
* Working in Teams
1. **IT Instructor**
* Delivering IT Training Courses:
* Microsoft Office Applications
	+ Word
	+ Excel
	+ PowerPoint
	+ Outlook
	+ Visio
* Windows Operating System
* Excellence in Typing
* Ipad – End User training
1. **HR Manager**
* Create and document all procedures.
* Update / Create Job descriptions.
* Compose company handbook.
* Create a computerized workflow management process with managers and coordinators.
* Control employee’s files, their vacation and their attendance in general.
* Responsible of recruitment.
* Inspects the procedures of the services unit and audit them from time to time.
* Establish evaluation sheet for each inspection and documents results.
* Evaluates the data with concerned managers and CEO.
* Suggests corrective actions for best quality possible.
* Pre-approve all purchase of the centers.
* Keep an updated record of all monthly expenses by item.
* Keep updated record of all investment by item.
* Focal point for any maintenance issue.
1. **Customer Care Supervisor**
* Supervising Customer Care department work
* Supervising employee department work
1. **Operations Supervisor**
* Supervising all operation departments work
1. **Officer in Charge**
* Opening all types of accounts:
* Personal loans
* Car loans
* Credit card
* Fixed deposit
* Clearing and collection of checks
* Telex transfer, demand drafts, IPO
* Checking end of day transaction

**Sample Clients Portfolio:**

* ABC
* Albina
* ALFA - managed by Orascom Telecom
* Ain W Zain Hospital
* Azadea Group Holding
* BLOM Bank
* Bank of Beirut
* Bank Audi Lebanon
* Bank Audi Syria)
* Bank BEMO (Syria)
* Banque Libano Francaise
* BLC Bank
* Booz & CO
* Boston Scientifics
* BSL Bank
* Dewa Dubai
* Emirates Lebanon Bank
* Ericsson
* First National Bank
* Ghia Holding s.a.l
* GWR Consulting
* Jamhour School
* Khatib & Alami – Consolidated Engineering Company
* L’Oreal Lebanon
* M & C Saatchi
* Maintenance Management Group
* Majid Al Futtaim Properties Management Services SA
* Mersaco – Novartis Consumer Health
* Microsoft Lebanon
* Mitsulift
* Mondi Group
* Ogero Telecom
* Pepsi International
* Pikasso
* PWC Consulting
* Red Cross
* Roadster Diner s.a.l
* SGBL Bank
* Solidere
* Zain telecom KSA

**Certifications:**

1. Train the Trainer – Tamayyaz
2. Competencies in Facilitation Skills – Tamayyaz
3. Masters of Organization Management - UQAC University
4. Diploma in Banking Studies (Etudes Bancaires) – Saint Joseph University