

# Asma Ramadan

## Training Management Specialist

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📍 Jeddah, Saudi Arabia

### PROFILE

A driven and results-oriented professional with a solid track record of exceeding performance expectations. Known for leveraging in-depth knowledge of best practices to deliver top-notch outcomes. Possesses a keen eye for detail and a dedication to innovation, always seeking to implement cutting-edge solutions. Adept at navigating complex challenges, demonstrating exceptional problem-solving skills. Committed to continuous improvement and professional development to stay at the forefront of the field.

### EDUCATION

#### Bachelor Degree, Anthropology, Yarmouk University

September 2006 – June 2010

Irbid, Jordan

### INTERESTS

**Articles and research** — I have published numerous articles and research papers on various topics related to my major in Anthropology.,

**Music, drawing, and  
photography.**

### PROFESSIONAL EXPERIENCE

#### Skills Bank for Training, Business Development Specialist

August 2024 – present | Jeddah, Saudi Arabia

- Generate leads and build relationships with potential clients.
- Achieve sales targets through effective business development strategies.
- Advise clients on suitable programs based on Training Needs Analysis (TNA).
- Communicate and follow up with clients regarding services and address their needs.
- Negotiate proposals, meet clients, and close deals to drive business growth.
- Act as an Account Manager for key clients, overseeing the full training journey.
- Allocate trainers and manage scheduling on the calendar.
- Coordinate with the Learning & Development (LD) team to update and customize training materials.
- Manage partnerships and foster contributions from various entities.
- Oversee the coordination of all training materials, activities, tools, and printing requirements.
- Responsible for training logistics and coordination.
- Evaluate the training process, trainers, and gather client feedback to develop improvements.

#### Morgan International, Training Operation's Specialist

September 2014 – August 2016 | Amman, Jordan

- Schedule live courses.
- Assign appropriate instructors to lectures, ensuring alignment with course content.
- Evaluate instructor performance and teaching methods, collecting participant feedback regarding their satisfaction.
- Calculate instructor fees, process payments, and guarantee timely compensation.
- Maintain updated instructor agreements, CVs, pay rates, and evaluations in the "Online System."
- Coordinate with the administrator to ensure all tasks are completed efficiently.
- Engage in the recruitment of instructors alongside the recruitment department.
- Foster a welcoming and supportive environment for candidates, upholding high standards and comprehensive technical knowledge as part of student services.
- Monitor candidate progress on assignments, encouraging and aiding them in homework and exam preparation.
- Motivate candidates to take exams and, together with the sales team, facilitate their exam applications, evaluations, and membership procedures.
- Maintain contact with candidates post-course, tracking completion and pass rates.
- Proactively address candidate grievances, resolving issues with a focus on candidate satisfaction.

## **BusinessEYE, Client Services Supervisor**

May 2013 – August 2014 | Amman, Jordan

- Coordinate and oversee both indoor and open house training sessions.
- Market training topics to business professionals and individual consumers.
- Collaborate with expert consultants to diagnose corporate needs.
- Conduct follow-ups with clients post-training.
- Innovate strategies to establish international client accounts.

## **Business Development Center - USAID, Training Officer**

January 2011 – April 2013 | Amman, Jordan

### **Coordinate the training courses by:**

1. Following up and updating the training schedule.
2. Preparing and managing the training logistics.
3. Managing the trainers' schedules and following up with them.
4. Preparing the attendees' name list and evaluation forms.
5. Collaborating with the finance department to process attendees' fees.
6. Serving attendees by attentively listening to their suggestions and complaints.
7. Coordinating with companies to provide regular training for trainees for one month, following up, and supporting them to achieve their final results.
8. Creating and managing social activities.
9. Conducting and supervising events such as the Graduation Ceremony, Job Fair, Project Presentations, and Social Service activities.

### **Market the training course by:**

1. Initiating and managing roadshows at universities.
2. Participating in job fairs and other events.
3. Contacting candidates, following up, and emailing them.
4. Utilizing social media to promote courses.

## **COURSES**

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### **Montessori Diploma, AMC (American Montessori Center)**

### **Marketing and Sales 160 Hours, BDC - USAID**

July 2011 – September 2011 | Amman, Jordan

### **Child Mental Health, Edraak**

Amman, Jordan