



ISMAIL NABIL ISMAIL ELAKSHAR

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PROFESSIONAL SUMMARY

Dedicated training and development specialist with over 15 years of diverse experience in training program management, content development, stakeholder management, and customer service. Proven success in managing training budgets, leading impactful initiatives in entrepreneurship, and enhancing program delivery across leading UAE organizations. Strong interpersonal, organizational, and analytical skills with fluency in Arabic and English.

PROFESSIONAL EXPERIENCE

❖ **Etisalat Academy (e& Academy), Dubai, U.A.E.**

Training Operations Coordinator | July 2024 – Present

- Manage training budgets and departmental operational expenses.
- Source and coordinate with freelance trainers and training providers.
- Oversee logistics for training programs, from registration to certification.
- Prepare detailed reports and reviews aligned with set schedules.
- Support proposal submissions for sales-driven training projects.

❖ **Dubai SME, Dubai, U.A.E.**

Certified Training Specialist | June 2020 – March 2023

- Led regional training needs analysis through surveys and research.
- Designed and developed sector-specific training content, resulting in 5% participant business launches within 2 years.
- Managed facilitator onboarding and program accreditations.
- Monitored trainer performance and advised on content enhancements.

Training Executive | August 2013 – June 2020

- Oversaw training logistics, budgeting, registration, and certification.
- Created marketing materials and coordinated media strategies.
- Handled RFPs, vendor evaluation, and proposal shortlisting.
- Assisted management with vendor selection through quotation analysis.

❖ **British Council, Dubai, U.A.E.**

Admin / Customer Service Representative (Temporary)

May – December 2008 & July – December 2009

- Provided exam/course information, managed certificates, and translated for non-English/Arabic clients.
- Maintained records, responded to customer queries, and supported front-desk operations.

❖ **Other Roles (2005 – 2009)**

Administrator/PRO – Takhayal Entertainment (Mar – Jun 2008)

Phone Operator – Capola Tele-services (Jul – Sep 2007)

Telesales – ABN Amro Bank (Apr – Jun 2007)

Admin/Sales Executive – Etisalat (Jul 2006 – Mar 2007)

Telesales Intern – Inviro Systems (Mar – Jul 2005)

Provided administrative and sales support, handled customer calls and queries, and managed internal documentation and data entry.

KEY PROJECTS

- **Dubai Entrepreneurship Academy Website**
Streamlined the registration and service delivery process, integrating technical, payment, and content management solutions.
- **Young Entrepreneurship Competition** Enabled school students to showcase entrepreneurial skills via a dedicated digital platform, culminating in a formal recognition event.

EDUCATION

- Certified Continuous Improvement Professional | October 2018
- Business Consultation diploma | July 2018
- Training Of Trainers (TOT) September 2017
- Associate Degree in Business Management

Computer College, Dubai, U.A.E. | 2009 – 2012

SKILLS

- Training Coordination & Facilitation
- Budgeting & Proposal Management
- Microsoft Office & Presentation Tools
- Team Collaboration & Stakeholder Engagement
- Strong Problem-Solving & Analytical Thinking

LANGUAGES

- Arabic – Native
- English – Fluent (spoken and written)

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PERSONAL DETAILS

- Nationality: Egyptian
- Date of Birth: 07 August 1986
- Marital Status: Married
- Visa Status: Residence / Employment
- Driver's License: Valid U.A.E. License