



## Zuhair Mihyar

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**Education** B.Sc. Engineering, Yarmouk University, Irbid, Jordan, 1985  
Certified Manager – CM –CM Number 9251 (ICPM – US), College of Business – James Madison University- December 20, 2006  
Senior Professional in Human Resources, SPHR ( No Certificate-Exam not Attended)  
International 'PREMIER' Diploma on HR/personnel Management – Cambridge international college of London ( to be achieved by Dec 2011 )

**Certification** Professional Certified Trainer PCT-10468 (CGC of Canada) Dec 2010  
Advanced Leader & Distinguished Communicator (DTM) Toastmasters International 2008  
Certified Manager – CM – (ICPM – US), College of Business – James Madison University- 2006  
Certified Trainer for CM certification – (US) – 2006  
Certified Trainer for Customer Care (Flex Learning- UK) - 2003  
Certified Trainer for Time Management (Flex Learning - UK) - 2003  
Certified Trainer (T.O.T) – Shua'a (Jordan) – 2003

**Membership** Jordanian Engineering Association (JEA)  
Jordan Society for Quality (JSQ)  
Jordan Computer Society (JCS)  
Institute of Management Consultants & Trainers of Jordan (IMC)  
Toastmasters International (TI) - US

### PROFESSIONAL SUMMARY

- **Eight years** of professional experience in Human Resource Management, Training and Consultancy
- **Twelve years** of professional experience in Management, Marketing and Sales
- Solid Managerial and Administration skills
- Ability to develop systems & procedures to improve performance
- Strong ability to recruit and train employees.
- Experienced in counseling and managing change.
- Success based on analytical skills, speedy and sound decision making
- Experienced in developing and executing business plans.



## **PROFESSIONAL EXPERIENCE**

### **HR Management**

- Managed all activities related to HR
- Developed & implemented KPI's (Key Performance Indicators)
- Conduct Training Needs Analysis (TNA) and calculated (ROI)
- Created and maintained an efficient work flow system between sales, marketing, Technical and customer service departments.
- Led key departments & team members towards achieving adopted strategies
- Implemented training module to increase knowledge level to the team members and introduced measuring systems in place, improving the service level. Knowledge level increased from 50% to 80% in its first year of implementation.
- Counseled staff and motivated them to achieve short and long- term goals.
- Managed the HR budget, controlling operating costs and driving value for the business;
- Implemented staff retention schemes, more varied work environment, motivations and recognitions, Multi-skilled Staff and Excellence Award. Reduced turnover from 35% (2003/04) to 10% (2005).
- Created and implemented HR policies, procedures and Strategies - e.g. succession planning, retention strategy, etc.
- Worked closely with HR team to manage recruitment and development.
- Attended monthly business review meetings and represent the HR team by providing updates
- Ensured compliance with local employment legislation and corporate standards

### **Leadership and Organization**

- Recruited, trained and managed large sales and marketing teams.
- Devised and implemented an organizational system as well as Job descriptions.
- Conceived, proposed, organized, introduced and administered a company-wide Expense Reduction Awards Program.
- Developed, delivered and executed well defined, workable Business Plans.
- Supervised and promoted other department's systems and operations including accounting, recruitment, personnel, management, customer service, budgeting and training.

### **Marketing and Sales**

- Trained, developed and managed a high-quality team of sales representatives for both field sales and retail sales.



- Developed value added services to customers & contractors
- Increased market share in an increasingly competitive environment.
- Achieved, exceeded targets and Increased sales margin by 65 % - 200 %
- Directed and implemented strategic sales plans to accommodate corporate goals.
- Conceived and executed marketing and sales strategies.
- Conducted and implemented marketing and business plans.
- Directed sales forecasts activities.
- Prepared periodic sales reports
- Monitored and evaluated activities and products of the competition.
- Reviewed market analysis to determine customer needs.
- Directed channel development and coordinated sales distribution by establishing sales territories, quotas and goals.
- Managed all activities related to outlets and retail selling.

## EMPLOYMENT HISTORY

1/09 – Till now	Freelance Management & HR Consultant & Trainer , Amman.
10/05 – 12/09	HR Manager “ <b>AMCCO for Computers &amp; Communications</b> ”, Amman.
9/03 – 9/05	Marketing & Sales Manager at “ <b>Rum –Aladdin industrial co</b> ”, Amman.
5/99 – 9/04	Training Manager & Asst. HR Manager “ <b>AMCCO for Computers &amp; Communications</b> ”, Amman.
4/98 – 4/99	Marketing & Sales Manager at “ <b>United Electronic/ Canon</b> ”, Amman.
1/97 – 3/98	Head of Sales Department at “ <b>National Poultry</b> ”, Amman.
9/91– 7/96	Sales Manager at “ <b>Al Maktaba Trading</b> ”, Amman.
7/90 – 7/91	Supervisor at “ <b>Banawi Industrial Group</b> ”, Dammam - Saudi Arabia.
5/88 – 7/90	Sales Representative at “ <b>International Office Suppliers/ (Konica U-Bix)</b> ”, Amman.

## MANAGERIAL SKILLS

- Leadership and Management.
- Decision Making and problem solving.
- Communication skills.
- Time management.
- Negotiation skills.
- Coaching and mentoring.



**Facilitation Conducted:**

**HR Training Need Analysis (TNA) and USAID Jordan Economic Development Program Return On Investment (ROI) (SABEQ) - TNA & ROI ERT one of HR PC Activities**

**Stress Management**

**USAID Jordan Economic Development Program (SABEQ) – Stress management one of HR PC**

**Activities**

**Conduct the following training courses:**

- Basic & Advanced Selling
- Basic & Advanced Retail Selling
- Negotiation & Secrets of Power Negotiating
- Customer Service & Customer Care
- Problem Solving & Decision Making
- Time Management
- Time & Stress Management
- Leadership and Motivational skills
- Basic & Advanced Communication skills
- Presentation and Public Speaking skills
- Creativity & Creative Thinking
- HR management and Functions ( Job Analysis, Description, )
- Change Management & Conflict Resolution
- Sales Management & Strategic Selling
- Assertive Management (How to improve your people's skills)
- Team Building ,Team work & Team Leading
- Empowerment & Delegation
- Marketing , Marketing Communication Process and Product Life Cycle Management
- Supervisory & Coaching skills
- How to Prepare a Marketing Plan

**Training Attended:**

- **“Supervisory Skills Seminar”** held by Qubeisy Management Consultancy Office Amman.
- **“Product Managers Training Program”** held by Canon (Canon Europa N.V. AFME)/ Cairo.
- **“How to Prepare a Marketing Plan”** held by Jordan Institute of Management – Amman.
- **“Financial Analysis For Non Financial Managers”** held by Jordan Institute of Management- Amman.



- **“Developing, Implementing and Monitoring a Business Plan”** presented by Jordan United States Business Partnership (JUSBP) and Jordanian American Business Association (JABA)- Amman.
- **“Strategic Planning and Business Plans”** held by Amman Chamber of Commerce.
- **“Upgrading Leadership & Administrative Skills”** held by Amman Chamber of Commerce.
- **“Foundation for an Effective Human Resources Department”** held by Institute of Management Consultants- Amman.
- **“Human Resources Tools workshop”** held by Jordan Upgrading and Modernization Program (JUMP)-Amman 2006
- **“Leadership & Team Building ”** held by Winners -Amman 2007
- **“Stress management”** Institute of Management Consultants- Amman
- **“Human Resources Management ”** Winners – Amman 2007
- **“Leadership Development”** USAID Jordan Economic Development Program (SABEQ) Amman  
16 Oct 2008 – 12 April 2009 Part of **HR** professional Community Activity
- **“Motivation & Incentives ”** USAID Jordan Economic Development Program (SABEQ) Amman  
16 Oct 2008 – 10 April 2009 Part of **HR** professional Community Activity
- **“HR Planning ”** USAID Jordan Economic Development Program (SABEQ) Amman  
25 Oct 2010 – Part of HR professional Community Activity

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