



SALLAHUDIN KHOSO

Trainer | Instructional Designer | Customer Care Specialist

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Experienced and accomplished Training and development professional with more than 10 year of extensive experience in Learning and development and Customer Services with well reputed organizations, willing to leverage my abilities in a dynamic organization where I can benefit my employer and myself as well.



PROFESSIONAL EXPERIENCE

BASE CAMP DATA SOLUTIONS

Senior Analyst- Training and Development

Jan 2020 to Present

- Conducting needs assessments/instructional analysis to ensure conformity with mission.
- Assigning training objectives to employees and developing training plans as needed.
- Identifying individual and team skills gaps
- Leading monthly quality calibration sessions with Supervisors and Quality Control.
- Measuring and reporting effectiveness of training by administering tests and evaluations.
- Developing training programs for USA-based clients
- Learning Management System implementation and Performing all UATs.
- Digital learning courses designing and development with built-in assessments.
- Successfully conducted TNAs of over 500 staff across Pakistan and US

MCB-ARIF HABIB SAVINGS & INVESTMENTS LIMITED

Senior Manager- Training & Development

May 2017 to Oct 2018

- Drive Training & Development Strategy
- Create the Training & Development plan for all business functions
- Effectively deploying a judicious blend of learning modes to address capability gaps
- Working with business leaders and managers to identify training needs and trends within the business
- Designing, both in-house and with expert third parties, a solution which includes a blended approach to learning such as coaching, classroom training, One-on-One sessions, action learning
- Management of the training budget
- Maintaining and/or enhancing the Training & Development infrastructure
- Designing, developing, coordinating, implementing and delivering and evaluating training programs that support organization objectives and are aligned with the organization's business plan
- Training and coaching managers, supervisors and others involved in employee development efforts
- MCB Bank Wealth Management Dept Product Trainings
- Facilitation and Delivery of Anti-Money Laundering and Counter Terrorist Financing Trainings
- Call Centre and Customer Service Training programs development and delivery

AL MEEZAN INVESTMENT MANAGEMENT LIMITED

Manager-Trainings

Jul 2016 to Apr 2017

- Design training courses and programs necessary to meet training needs, Or manage training activities via external providers
- Ensure all training activities and materials meet with relevant organizational and statutory policies, Including health and safety, employment and equality laws
- Maintain and update record of training and learning in the Company
- Calendarization of Training Programs
- Coordinate with HODs to monitor on-the -job training activities
- Develop and manage quality assurance programs for Sales and Service team
- Develop and maintain teaching aids, such as tutorials, assessments, user guides, help files and other supporting and training material

STANDARD CHARTERED BANK LIMITED PAKISTAN

Learning Manager-Customer Care

Nov 2014 to Jul 2016

- Managing, Execution and implementation of learning and development across the Contact Centres Customer Care units, Branch service and where

required in Other SCB functions as well

- Learning Road-Maps designing for Client Centre and Client Relationship Function
- Design, Execute and implement training for all SCB Voice and Virtual Channels including Visually Impaired Staff
- Facilitation of Right Start Live (Induction Program), core regulatory and Anti-Money laundering programs for all new joiners to the bank and existing staff
- Engaging with stakeholders to retain worthy resources and controlling attrition rate
- Successfully managed and launched K-ONE portal, centralized knowledge portal for client services, product and Complaint resolution units
- Managing and supervising mandatory eLearning courses for all the staff in Bank
- Managing staff learning data in Learning Management System (SABA)

STANDARD CHARTERED BANK LIMITED PAKISTAN

Priority Customer Care Associate

May 2008 to Nov 2014

- Serving High Net Worth customers with highly superior service standards
- Providing First Call Resolution to Priority Customers
- To assist Priority Team Leader in day to day management of the unit and ensure superior service for Priority Customer
- Additionally along with BAU, Delivery of all Contact Centre related and applicable technical training programs to new joiners

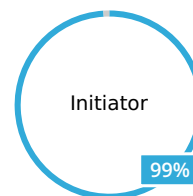
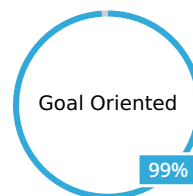
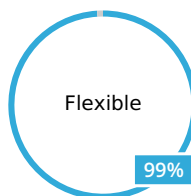


PROFESSIONAL SKILLS

Program Management
Technical Trainings
Training Strategy Development
PowerPoint & GoogleSlides



PERSONAL SKILLS



EDUCATION

UNIVERSITY OF SINDH

Bachelor of Commerce

(Jan 2002 to Dec 2004)



CERTIFICATIONS

CMFD- ASSOCIATE MEMBER IFMP

Successfully passed Diploma Computerized Accounting from Pakistan Institute of Technical Skills

TRAIN THE TRAINER

Fixed Income Securities Market TTT Certification by Institute of Financial Markets of Pakistan (Formerly ICM)

ISLAMIC BANKING & TAKAFUL

One Month Certification Program in Islamic Banking & Takaful in Darul Uloom Karachi, Korangi, in Supervision of Mufti Justice (RTD) Mutfi Taqi Usmani



PERSONAL



Nationality
Pakistan



D.O.B
1984/10/23



Marital Status
Married



Driving License
No



LANGUAGES



English (US)

Professional Working
Proficiency



Urdu

Native or Bilingual
Proficiency



Sindhi

Native or Bilingual
Proficiency

