

ALI HAFEZ

LEARNING & DEVELOPMENT SPECIALIST



CONTACT

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Barcelona

[Ali-Hazem](#)

T.I.E - Have Work Permit

SKILLS

- Excellent communication and interpersonal skills
- Customized curriculum design
- Student progress assessment and feedback
- Cross-cultural communication and adaptability
- Time management and punctuality

LANGUAGES

- English (Fluent)
- Arabic (Fluent)
- French (Basic)
- Spanish (Basic)

REFERENCE

Lluis Vincent

Professor in several universities

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PROFILE

Dedicated and results-oriented Business Consultant with a diverse background in HR, legal affairs, and collection management. Seeking to leverage proven expertise in strategic planning, negotiation, and training to drive organisational growth and operational excellence. Skilled in fostering cross-functional collaboration, mentoring teams, and implementing tailored solutions to improve efficiency, financial performance, and stakeholder relationships. Passionate about delivering data-driven insights and innovative strategies to help businesses achieve their goals in dynamic and competitive markets.



WORK EXPERIENCE

Preply.com 2018 - PRESENT

Business English Consultant

- Delivered over 9,000 hours of personalised lessons to more than 850 students and trainees, specialising in conversational skills, business English, and interview preparation.
- Designed and implemented customised, engaging lesson plans to enhance fluency, expand vocabulary, and boost confidence, achieving a 95% student success rate in meeting language goals.
- Conducted comprehensive needs assessments to tailor lessons for individual objectives, including business communication, travel preparation, and personal development.
- Rescheduled lessons in less than 10% of cases, while maintaining a 0% cancellation rate and 0% missed lessons, ensuring consistency and reliability.
- Achieved an average review rating of 4.9/5 from 156 reviews, reflecting consistent excellence in instruction and student satisfaction.
- Leveraged technology to deliver efficient online lessons, track progress, and provide flexible scheduling, ensuring accessibility for international clients across various time zones.
- Fostered strong rapport with students from diverse cultural backgrounds, supporting measurable progress in career advancement and personal development.
- Consistently earned high ratings and positive feedback for delivering high-quality, adaptable, and results-driven instruction.



HKDC, UAE

2015 - 2018

Senior Legal Officer and Senior Collections Specialist

- Managed legal operations and strategic collections, ensuring 100% compliance with regulations while driving efficient debt recovery processes.
- Reviewed and negotiated over 200 contracts, providing actionable insights to senior management on contract disputes, risk management, and legal strategy.
- Spearheaded collections strategies that reduced overdue accounts by 30%, improved cash flow, and enhanced overall financial stability.

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WORK EXPERIENCE

- Trained and mentored a team of 10+ employees, boosting team efficiency by 25% and cultivating a culture of compliance and operational excellence.
- Strengthened client relationships by resolving 95%+ of disputes, demonstrating strong communication, negotiation, and problem-solving skills.
- Managed legal operations and strategic collections, ensuring 100%
- Collaborated with cross-functional teams to implement scalable processes, driving operational improvements and aligning team efforts with business goals.
- Key Achievements:
- Reduced overdue accounts by 30%, directly contributing to improved financial performance.
- Improved team productivity by 25% through targeted training and process optimisation.
- Developed expertise in stakeholder management, risk assessment, and process efficiency, laying a strong foundation for consulting roles.

140 Online Business Guide

2013 - 2015

Human Resources Assistant Manager and Training Coordinator

- Managed daily HR operations for a team of 300+ employees, ensuring 100% compliance with internal policies and local labor laws. Led recruitment and onboarding for over 50 new hires annually, reducing time-to-hire by 20%. Delivered training on leadership, communication, customer service, and sales to 150+ employees, resulting in a 15% increase in team performance. Developed training materials, achieving a 95% satisfaction rate on program effectiveness. Supported performance management, providing feedback and coaching that improved employee retention by 10%. Maintained employee records for 300+ staff and resolved HR issues, reducing complaints by 25% through proactive conflict management

Al Retaj Schools (2013 - 2014) & Nermin Ismail Schools (2010 - 2011)

Computer Teacher & IT Specialist

- Instructed over 200 students on essential computer skills, including software usage, coding, and online research, improving digital proficiency by 40%. Provided ongoing technical support, maintaining school IT systems, ensuring 99% system uptime. Collaborated with 15+ teachers to integrate technology into curricula, resulting in a 25% increase in student engagement and digital literacy. Enhanced students' technology skills, contributing to a 30% improvement in performance on tech-related assessments."

EDUCATION

- Master in Artificial Intelligence, EU business school in Barcelona. 2025
- Doctoral of Business Administration Arab Academy in Egypt 2025
- Master of Business Administration "MBA" -Arab Academy 2021.
- Human Resource Management American University . 2011.
- Beirut Arab University -BA in law 2009.

COURSES

- SPHR & PHP Preparation-Campus Academy 2015.
- HR workshops (Six Sigma, Audit, Metrics & Analytics)-American University 2015.
- BA in Graphic Design (Photoshop, Illustrator, InDesign)-Cad MasterAcademy 2014
- The Cairo International Model Arab League (CIMAL)-American University 2010. Model of Arab League (ASMAL)-Workshop-Ain Shams University 2009.
- Model of International Criminal Court (ICC)-Workshop-Ain Shams University 2010. Oil Contracts-workshop-Ain Shams University 2010.
- Drafting of legal contracts-Workshop-Ain Shams University 2010.
- Communication skills-Workshop-Creativity Training Center 2010.
- Job Hunting Program-Workshop-DR. Ibrahim Elfiky 2010.

ADDITIONAL ACTIVITIES

- First Aid Teacher in Egypt Red Crescent
- Member of the Emergency Action Team Egyptian Red Crescent (Certified)

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WORK EXPERIENCE

Canadian Management Consultants 2011 - 2013

Assistant Manager & Immigration Training Coordinator

- Oversaw immigration services, handling over 500 visa and residency cases annually, and developed training programs for 10+ new consultants. Created educational materials that reduced onboarding time by 30%. Mentored new hires, resulting in a 15% increase in client satisfaction ratings. Coordinated training initiatives that enhanced team efficiency by 20%, contributing to a 25% improvement in overall service delivery and client retention.

Alaa Haridy Office 2008 - 2011

Lawyer & Legal Training Coordinator

- "Provided legal advice and representation in civil litigation, contract, and corporate law, successfully handling over 100 cases with a 90% win rate. Drafted and reviewed 200+ legal documents, improving document turnaround time by 25%. Conducted training sessions for 15+ junior lawyers and interns, resulting in a 20% increase in team efficiency and supporting their professional growth through ongoing mentoring and development programs."

Bluetone Telecommunications 2009 - 2010

Telemarketer & Training Coordinator

- Generated \$500,000 in sales through outbound telemarketing, achieving a 20% increase in conversion rates. Led training initiatives for 50+ new hires and existing staff, improving team performance and productivity by 15%, while maintaining a 90% retention rate for trained employees

Asma Group 2008 - 2009

Sales Representative & Training Specialist

- Educated over 500 clients on product features, executing tailored sales strategies that increased customer understanding by 30%. Provided post-sale support and delivered training sessions to enhance product utilization, achieving a 95% satisfaction rate and a 20% increase in product adoption.



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- Master in Artificial Intelligence for Business - EU Business School - 2025.
- Doctoral of Business Administration - Arab Academy - 2025.
- Master of Business Administration "MBA" - Arab Academy - 2021.
- Human Resource Management - American University 2011.
- Bachelor in Law - Beirut Arab University 2009.

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