

CURRICULUM VITAE

1. **Family name:** Mimi
2. **First names:** Ayman
3. **Date of birth:** June 14, 1970
4. **Passport holder:** Palestinian
5. **Residence:** Ramallah, West bank – Palestine
6. **Mobile:** 0599033901
7. **E.mail:** ayami80@yahoo.com

8. **Education:**

Institution (Date from - Date to)	Degree(s) or Diploma(s) obtained:
An Najah National University, Nablus (2005-2008)	Master's Degree in Business Administration
Al Quds Open University, Ramallah (1993-2000)	Bachelor's degree in Management & Leadership
UNRWA Ramallah Men's Training Centre, Ramallah (1990-1992)	Diploma in Programming and System Analysis

9. **Language skills:** Indicate competence on a scale of 1 to 5 (1 - excellent; 5 - basic)

Language	Reading	Speaking	Writing
Arabic	1	1	1
English	2	3	2
Hebrew	5	5	5

10. **Membership of professional bodies:**

- **Representing** Federation of Palestinian Chambers of Commerce, Industry and Agriculture (FPCCIA) in many TVET bodies: **Executive Board for TVET, Monitoring and Evaluation and Quality Assurance Technical Working Group, and Curriculum Development Technical Working Group, 2015-2018).**
- **Member of National Committee Development Standardized Curriculum Development for TVET – Process, 2015-2018.**
- **Many communities to select trainees in startup trainings, & evaluate business plans: Hult prize, LET Council, PICTI, and Palestinian Fund of employment & Social Protection for Workers (PFESP).**
- **Local Employment and TVET Council (LET Council) Of Ramallah and Al Beirah Governorate 2010- Current**
- **Secretary General of Board of Director for Palestinian Trainers Association (PETA), 2016-Current.**

- **Member of Maestro Trainers Club- Kuwait, 2020**
- **Member of Arab Trainers Union (ATU), 2014 – Current.**
- **Technical Committee prepared a strategy of Adult Education & Training Committee, The Ministry of Education and Higher Education Palestine & DVV International, 2010- 2013.**
- **Member of committee prepared a strategy for Palestinian Trainers Association (PETA) 2017-2020.**
- Secretary General of Board of Director for *Association of the Friends of the Blind*, 2015- Current.
- Steering Committee for Taqat Project DVV International, 2013-2015.
- Project Support To Technical & Vocational Education and Training in Palestine, The Ministry Of Education And Higher Education & BTC Project, 2009- 2013
- IT Committee for the Chambers of Commerce & Ind. in Palestine, 2009- 2012

11. **Other skills:**

- Excellent knowledge in various computer programs primarily: Windows, Microsoft Office (Excel, Word, Access, and Power Point), and MS Project.
- Using Internet: Emails, search engines, google applications, Zoom...etc

12. **Current position:** Manager of Entrepreneurship and Business Development Centre (EBDC), at Ramallah and Al Bireh Chamber of Commerce & Industry, Ramallah.

13. **Years within the firm:** 27 years of experience at Chamber of Commerce & Industry "Ramallah & AlBireh Governorate".

14. **Key qualifications:** (Relevant to the project)

- **Over 21 years** of overall professional experience in **the Training Management sector** for private sector; from **Planning to Monitoring and evaluation** of the various training workshops in many topics.
- **Over 16 years** of experience in **designing, developing, and delivering training programs** in different areas like (**Training of Trainer (TOT), Effective Training Management, Leadership Skills, Team Building & Meetings Management , Effective Communication Skills, Negotiation Skills, Basic Skills in Management, Monitoring & Evaluation, Problem Solving & Making Decision, Entrepreneurship, Strategic Management**) to various target groups. Several training courses were delivered to **UNRWA staff**, Managers & Employees of **Public sectors (Ministries)**, Managers & employees of **Private sectors**, Project coordinators and Managers in **NGO's**, and **Graduates of universities and colleges.**
- **Over 8 years in Blend training (E-Learning: Moodle & Face to face)**

designing, developing, and delivering at Birzeit University- Center for Continuing Education (CCE): Leadership Skills, Negotiation Skills, Basic Skills in Management, Monitoring & Evaluation, and Planning & Making Decision. And (E-Learning: ZOOM) at Palestinian Banking Institute: Directing & Management Skills In Crisis & Leadership & Organization Culture.

- **Over 8 years of experience in consultation services; to many clients such as (SME's) and new business to penetrate in the market in Ramallah, which working in different areas like: carpentry workshop, air-conditions companies, Accounting Solutions Company, Skin care company, Production wipes Company, interior design company, etc... Moreover, I encourage new graduates to start their own businesses. My consultations focused on strategic management, Marketing & Sales, HR, Registration Business, & Production management. The results of the advices contributed with improve employee's performance, increase sales, determines business trends for companies, N.W, diagnoses of business companies, established start up business.**
- **Over 6 years of experience in providing Business with consultation Services (BDS) in Corporate Diagnoses Strategic Management, Marketing & Sales Management, Production process diagnoses and Kaizen..etc to support small and medium enterprises (SME's) members of Ramallah Chamber Of Commerce & Industry. BDS Project implement by Ministry Of National Economy, Japan International Cooperation Agency JICA.**
- **Reviewed & prepared strategic plan of Arab Campaign for Education for All (ACEA) 2020-2022. And Contributed in study “Reality of Education and National Education Coalitions in Arab Countries in MENA”, Jan 2020.**
- **Prepared many worksheets: “Training features supported entrepreneurship & small business” for Arab conference for Training organized by the *Arab Trainers Union (ATU)* in Kuwait 2019, and “Evaluation training impact in Palestine analyzed papers of the Palestinian Training Forum 2019” for The 8th Conference Evaluation Conference entitled: “Evaluation for Sustainable Development and Change” organized by EvalMENA and the PEA in Jordan 2020.**
- **Over 5 years of Support to TVET in Palestine Project/ Belguim Project- *Member in the Occupational Analysis and Curricula Outlines committees for producing the Life skills units (team work, work ethics,..etc)-Belgium project implement by Ministry of Education within the cooperation of Chambers of Commerce and Ministry of Labor.***
- **Over 4 years Co- facilitated Expert workers workshop (E.W.W) and Validation workers workshop (VWW) for sales clerk, **Coached** the process to of developing 24 learning situations for the profession of sales clerk based on identified complex tasks, and **Provided specialized training** and advice for teachers and instructors of TVET institutions who**

implementing projects in the field Sales Clerk. EU support to TVET development in Palestinian Program. This program is focusing on supporting & promoting the TVET institutions to upgrade outdated or introduce new training packages according to market demand in many fields of professions.

- **Over 9 years** of experience in Technical & Vocational Education and Training: managing workshops, TNA Studies, and many activities to link TVET sector with Private sector. The Ministry Of Education And Higher Education & BTC Project.
- **Over 5 years of** experience in IT sector at Ramallah Chamber: Managing information system, providing the information about Commerce & Industry to interested persons & Institutions.
- **Over 20 years of experience in** Computer sector at Ramallah Chamber: managing N.W, H.W, & S.W.
- **Good knowledge** of Training process Stages, Manage the training, TOT, Management & Leadership, Human Resources Management, and Marketing topics.
- Good experience in professional analysis of different kinds of topics such as sales skills, the Life skills units (team work, work ethics,..etc).
- Excellent communication and presentation skills.
- Managing workshops & lectures targeting the private sector companies conducted face to face or by Zoom.
- Good experience in MS Office, E.Training tools like google class, Zoom..etc.

15. **Country experience:**

Country	Date	Country	Date
Palestine	my career has been primarily in Palestine	Palestine	1993

16. Professional experience

Date from – Date to	Location	Company& reference person ¹ (name & contact details)	Position	Description
2020- Current	Ramallah	Ramallah Chamber of Commerce & Industry General Manager: Mr. Salah Hussien 0595915070	Manager of Entrepreneurship & Business Development Centre (EBDC)	<ul style="list-style-type: none"> • Oversee Entrepreneurship & Business Development Centre (EBDC) Projects & activities related of: Training & vocational training, Consultations for SME's, Employment, & Information Centre.
2013- 2019	Ramallah	Ramallah Chamber of Commerce & Industry General Manager: Mr. Salah Odeh 0598901975	Manager of Training & Business Development Dept.	<ul style="list-style-type: none"> • Provide training programs to the General assembly members based on their development needs. • Oversee the project development and provide promotional, financial and other consultation. • Establish cooperation with various entities to provide effective consultation and training services to the General assembly members. • Contribute to the development and improvement of the local population and recent graduates and help furnish the labor market with leaders and trained labor force in cooperation with related establishments and ministries such as higher education ministry and ministry Labor. • Conduct seminars, special courses and lectures that deal with economic matters pertaining to the general assembly members.
1998- 2012	Ramallah	Ramallah Chamber of Commerce & Industry General Manager	Manager of Training and Computer Department	<p>Manage the training process:</p> <ol style="list-style-type: none"> 1 Identify training needs of target group from businessmen, retailers and craftsman 2 Development of training curriculum to meet the needs of target group along with consultation of professionals 3 Monitoring and evaluation of the various training workshops <p>Manage all H.W, S.W, and N.W at Ramallah Chamber:</p> <ul style="list-style-type: none"> Identifying computer needs both hardware and software Updating and monitoring of the commerce database Maintaining computer network and fulfilling of any needs or tasks that may arise Evaluation of equipment and submit recommendations for upgrading and procurement

2012-2019	Ramallah	TTT project GIZ Mrs. Enas Esawi 0595916778	Trainer	Train The Trainer (TTT): In-company trainer to group from companies
	Ramallah	Injaz Palestine, Reham Anabtawi 0598904500	Trainer	Training of Trainers (TOT) to two groups of volunteers with Injaz Palestine from companies were trained
	Ramallah	Vocational Training Associations West Bank, GIZ Mr. Abdel Fattah Batran 0595999636, & Mr. Esam Edwikat 0599865127	Trainer	TOT: Professional Trainer Skills to one group of Trainers VTC's in West Bank. EU Support To TVET Development In Palestinian Program
	Ramallah	Palestine Public Finance Institute (PPFI) (Huda Khashan/Training Manager mobile 0594233378)	Trainer	Training of Trainers (TOT) to group from Ministry Of Finance & Planning
	Ramallah, & Hebron	Palestinian Trainers' Association (PETA), Mr. Waheed Jobran 059806183	Trainer, & Co trainer	Training of Trainers (TOT) to three groups of trainers & HR in many companies & associations
	Ramallah, Nablès, & Hebron	Nablès Vocational Training Center (VTC) & Saeb Elnather Centre in Hebron, GIZ Mr. Abdel Fattah Batran 0595999636, & Mr. Esam Edwikat 0599865127	Trainer	Trained Three groups TOT: Approaches & Strategies Of Training to Trainers VTC's in West Bank (Ramallah, Hebron, & Nablès). EU Support To TVET Development In Palestinian Program
	Hebron	Hebron Vocational Training Center (HVTC), Mr. Shehdeh Al-Zarou 0599759221, & From GIZ Mr. Abdel Fattah Batran 0595999636	Trainer	Training of Trainer (TOT) to one group Trainers VTC's in Hebron. EU Support To TVET Development In Palestinian Program
	Ramallah	Arab European Foundation For Training (AEF). Mr. Moath Moqadi 0599298914	Trainer	Training of Trainer (TOT) to trainers & HR in many companies & Banks.

2019	Ramallah	GIZ Mr. Abdel Fattah Batran 0595999636, & Mr. Esam Edwikat 0599865127	Trainer	TOT: Modern Marketing to Trainers VTC's in West Bank. EU Support To TVET Development In Palestinian Program.
2007 – 2016	Ramallah	Palestine Public Finance Institute (PPFI) (Faeda Awashreh/Training Manager mobile 0599333374	Trainer	Delivered Training for Workshop on " Life Training Cycle " to coordinators of Training in Ministry of Finance Delivered training on Effective Training management to Managers of Vocational Training Dept. In Ministry of Detainees & Ex-detainees Affairs Delivered training on Effective Training management to Managers & coordinators of Training Dept. In Ministries Delivered training on Introduction for Training Managing to Group of students
	Al-Bireh	Assabq Society for Creative Thinking		
2013	Ramallah	Birzeit University\ Centre For Continuing Education Dr. Osama Mimi (0598505190)	Coaching	TOT in Leadership skills to group from ministries

2007 – 2020	Ramallah	<p>Palestinian Banking Institute, Mr. Tamer Abo Kahouq 0599252960</p> <p>Palestine Public Finance Institute (PPFI) (Faeda Awashreh/Training Manager mobile 0599333374</p> <p>Arab European Foundation For Training (AEF)</p> <p>Unrwa Education- Mr. Waheed Jobran/ Deputy Regional Director of the education program and director of school education in UNRWA Mobile: 0598306183</p> <p>Ramallah Chamber</p> <p>Biet Al-Maqdess Centre</p>	<p>trainer</p> <p>Trainer</p> <p>Trainer</p> <p>Trainer</p> <p>Trainer</p> <p>Trainer</p>	<p>Trained group on Strategic Planning Skills for Department managers in big companies: Arab Bank, Northern Electricity Distribution Company NEDCO, Palestine Capital Market Authority.. etc.</p> <p>Delivered training on on Strategic Management to many groups: Managers Departments & Sections in Ministries (two groups)</p> <p>The Palestinian Federation of Industries (PFI)</p> <p>Agricultural Development Association (PARC)</p> <p>UNRWA Education Staff: Management group, Senior Lecturers group, supervisor educational group</p> <p>Members of the Chamber</p> <p>Group of women</p>
2012 - 2019	<p>Ramallah</p> <p>Jericho</p>	<p>Palestinian Banking Institute, Mr. Tamer Abo Kahouq 0599252960</p> <p>Agility Management & financial Consulting, Mr. Nidal Eweidat 0599094242</p>	<p>Trainer</p>	<p>Trained five groups on Problem Solving & Making Decision to employees from many Banks. Trained one group on Problem Solving & Making Decision to employees from Arab Bank Trained one group on Making Decision to employees from Arab Bank</p> <p>Delivered Training on Problem Solving & Making Decision to CHF Staff</p>

2016-2020	Ramallah	Palestinian Banking Institute, Mr. Tamer Abo Qahouq 0599252960	Trainer	Trained group on Directing & Management Skills In Crisis (E.Training: By ZOOM) for Department managers & coordinators in Palestinian Banks
		Palestine Public Finance Institute (PPFI) (Huda Khashan/Training Manager mobile 0594233378)	Trainer	Delivered training on Management Skills to group from Ministry Of Finance & Planning
		Palestinian Banking Institute, Mr. Tamer Abo Qahouq 0599252960	Trainer	Delivered training on Directing & Management Skills to one group from the departments in Bank Of Palestine Delivered training to eight groups in Directing & Management Skills for Department managers & coordinators in Palestinian Banks

2009 – 2018	Ramallah	Palestine Public Finance Institute (PPFI) (Huda Khashan/Training Manager mobile 0594233378)	Trainer	Delivered training on Leadership & Directing to group from Ministry Of Finance & Planning
		Crescendo (UK) Limited, Clara Biffa (project Manager) +39 041 2919 411 or Douglas Aitkenhead (team Leader) 0597 546 590	Trainer	Delivered training on Leadership Skills (Blended Learning) to two groups of seniors in MoNE, EU Capacity Building Programme to the Ministry of National Economy - Occupied Palestinian Territories
		Birzeit University\ Centre For Continuing Education	Trainer	Delivered training on Leadership Skills for 38 groups of managers & general managers in Ministries, Leadership Development Program Cooperation between UNDP, The Public Employees' Bureau is a Palestinian governmental institution, and Birzeit University\ Centre For Continuing Education, Funded by Italian Government
		Birzeit University\ Centre For Continuing Education	Trainer	Delivered training on Leadership Skills to many groups: Managers & Employees in Financial department in West Bank in UNRWA, Project coordinators and Managers in NGO's & Ministries, UNRWA, Diyakonia Staff Managers, senior employees in NGO's, Ministries, & UNRWA
		Ramallah Chamber of Commerce & Industry	Trainer	Members of Ramallah Chamber, and Ezhiman Co. Staff
		Galaxy Company, Mr. Amin Hirzallah	Trainer	Group Graduates of universities and colleges
2019	Ramallah	Palestinian Banking Institute, Mr. Tamer Abo Kahouq 0599252960	Trainer	Delivered training on Leadership & Communication Skills to Palestine children's Relief Fund (PCRF) staff
2019	Ramallah	Palestine Public Finance Institute (PPFI) (Huda Khashan/Training Manager mobile 0594233378)	Trainer	Delivered training on Leadership & Networking to group from Ministry Of Finance & Planning

2018-2020	Ramallah	<p>Palestinian Banking Institute, Mr. Tamer Abo Qahouq 0599252960</p> <p>Palestine Public Finance Institute (PPFI) (Huda Khashan/Training Manager mobile 0594233378)</p>	Trainer	<p>Delivered E.Training: By ZOOM Workshop Training Leadership & Organization Culture to group from banks</p> <p>Delivered training on Leadership & Organization Culture to group from Ministry Of Finance & Planning</p>
2012	Ramallah	<p>PKF (UK) LLP Farringdon Place 20 Farringdon Road London EC1M 3AP United Kingdom</p>	Trainer	Delivered training on Leadership and People Management to group from State Audit & Administrative Control Bureau, Project "Institutional Strengthening of the State Audit & Administrative Control Bureau"
2015	Ramallah	<p>Higher Council for youth & sports- Palestine, Mr. Thaar Barghouthi 0597945440</p>	Supported By League Of Arab States	Trained 40 trainees from Jordan, Egypt, and Palestine in Entrepreneurship & Management Forum: How Start your Business
2019	Ramallah	<p>Palestinian Youth Forum. Mr. Iyad Eshtayeh 0599233756</p>	Volunteer Trainer	Delivered training on Business Model Canvas Training (Start-up Business Innovation) to group of youth from West bank.
2018	Ramallah	<p>EducAid "Let's start-up: quando l'economia diventa social: Inclusive business e self-employment per DcD e Madri di PcD in Palestina" AID 10927/EDUCAID/TOC, Francesca Annetti, Project manager 0595382476</p>	Trainer	Delivered training on Business Plan Training to group of Women with Disabilities (WWDs) and mothers of People with Disabilities (PWDs) in Ramallah.
2014-2018	Ramallah	<p>INJAZ Palestine Reham Anabtawi operational officer/ 0598904500</p>	Volunteer Trainer	<p>Delivered training on How I Start?: Support your employment opportunities to students group from Birzait University</p> <p>Delivered training on The Success skills to many students many groups in Palestine Technical Colleges- Ramallah/ Girls</p> <p>Delivered training on How I Be Entrepreneur to many students four groups from Birzait University,& one group from Ramallah Girls Secondary School</p> <p>Delivered training on How I Be a leader to many groups from: Ramallah Girls Secondary School, Birzait University</p>

2007-2014	Ramallah	Experts Turnkey Solutions Experts Turnkey Solutions Birzeit University\ Centre For Continuing Education Ramallah Chamber Sonna'a Al Hayah Club	Trainer Trainer Trainer Trainer Trainer	Delivered training on Team Building & Meetings Management to many groups: Managers & Employees in West Bank in UNRWA Groups of managers at Hulul Company Groups of managers & employees at Environment Quality Ministry, . Ezhiman Co. Staff, Members of the Chamber, Group of Students
2010-2011	Ramallah	HR Dept. at Birzeit Univercity Registration & Admission Dept. at Birzeit Univercity Birzeit University\ Centre For Continuing Education	Trainer	Delivered training on Effective Communication Skills to many groups: Group of employees, Group of Students, Managers & Employees in Financial departments in West Bank UNRWA
2011 - 2013	Ramallah	CBTSEC Program\ GIZ, Ramallah Chamber MR VOLKER IHDE GIZ ADVISOR 02-2414064/5	Manage Local Partner work for LET Council (Ramallah Chamber)	Community Based Training for Self-employment and small Enterprise Creation (CBTSEC) Program This program consist of 3 stages: 1. Facilitate the work of a field study on investment opportunities in Ramallah Governorate (Completed) 2. Implementation Process: (Completed) <ul style="list-style-type: none"> - selected about 40 adequate participants for the training - provided up to 120 hours of comprehensive business and management training (according to the results of the TNA for each applicant to be done within the selection process) to improve business knowledge and entrepreneurial skills of the participants - enable the participants to found and run their own small business successfully (it is expected that more than 75 % of the participants will enter the CBTSEC phase 3 'Coaching and linking with financial institutions' to found their own business or self-employment as a result of the training conducted by the local partner - support the participants to design and develop an appropriate business plan and related implementation/foundation plan 3. post-training support and linkage to financial institutes

2015-2020	Ramallah Hebron	UCMAS, Banan Khalifa 0597991134 Hebron Vocational Training Center Mr. Shehdeh Al-Zarou 0599759221	Trainer	Delivered training to a group on Sales Skills Development to UCMAS staff in Ramallah Delivered training to a group on Sales Skills Development to sales clerks in Hebron companies. EU Support To TVET Development In Palestinian Program
2013	Ramallah	Birzeit University\ Centre For Continuing Education)	Supervision	Supervision Final Projects for Management skills Diploma to Project coordinators and employees in Ministry Of Justice
2013	Ramallah	Birzeit University\ Centre For Continuing Education	Trainer	Delivered training to a group on Monitoring & Evaluation in Management skills Diploma to Project coordinators and employees in Ministry Of Justice
2019	Ramallah	Palestinian Banking Institute, Mr. Tamer Abo Kahouq 0599252960	Trainer	Delivered training on Management Planning Skills to one group from Arab Bank & Bank of Palestine
2013	Ramallah	Birzeit University\ Centre For Continuing Education	Trainer	Delivered training to a group on Planning & Making Decision in Management skills Diploma to Project coordinators and employees in Ministry Of Justice
2009 - 2013	Ramallah	The Ministry Of Education And Higher Education & BTC. Project Manager: Mr. Naser Awad (0599794803)	Project Coordinator in Ramallah/ <i>Support To Technical & Vocational Education and Training in Palestine</i>	Conducting & managing all activities in Ramallah to link TVET sector with Private sector. The Ministry Of Education And Higher Education & BTC Project.
2013	Ramallah	Palestine Technical Colleges- Ramallah/ Girls	Lecturer "Part time"	I taught Product promotion skills course
2012	Ramallah	Experts Turnkey Solutions, Mr. Mahdi Turkman 0598080203	Trainer	Trained many groups " Path to Career Program " IYF & PICTI to graduates from Universities. This Program included: Effective communication skills, Writing an effective curriculum vitae (CV), Critical thinking, Team building training, Interview, and Time management
2011-2012	Ramallah	Birzeit University\ Centre For Continuing Education	Trainer	Trained many groups Basic Skills in Management in NGO's Management Diploma to Project coordinators and Managers in NGO's. This Program included: Time management, Team building, Communication skills, Delegation & MBO.

2011-2013	Ramallah	CBTSEC Program\ GIZ, Ramallah Chamber	Trainer	Trained two groups Entrepreneurship & Develop Pricing Framework to Graduates of universities and colleges
2009-2010	Ramallah	UNRWA Ramallah Men's Training Centre	Lecturer "Part time"	I taught the following courses: Entrepreneurship and management of small Business Principles of management Professional marketing Organization
2007- 2015	Ramallah	Birzeit University\ Centre For Continuing Education Ramallah Chamber	Trainer	Delivered training on Negotiation: Skills & Strategies to many groups: 38 groups managers & general managers in Ministries, Leadership Development Program Cooperation between UNDP, The Public Employees' Bureau is a Palestinian governmental institution, and Birzeit University\ Centre For Continuing Education, Funded by Italian Government Members of the Chamber from companies
2009 -2010	Ramallah	Ramallah Chamber	Trainer	Delivered training on Change Management to many groups: Members of the Chamber
2016-2018	Ramallah	Ramallah chamber	Trainer	Delivered training on Success Marketing Strategies three groups from private sector companies
2006	Ramallah	Ramallah Chamber	Trainer	Delivered training on Marketing Plan to Members of the Chamber
1999-2007	Al-Bireh	Al-Qasas Gas Company	Accountant "Part time"	Managed the accounting system
1993- 1997	Ramallah	Ramallah Chamber of Commerce & Industry	Director of Information and Computer Department	Managed IT, H.W, S.W, and N.W at Ramallah Chamber

3. Other relevant information (e.g., Publications)

Trainings and Workshops attended:

2020 TOT Online, Averroes Inspire Events.

2020 "Virtual Flipped Learning Strategy in E.Training"; Palestinian Trainer's Association "PETA"

2019 "Human Resources Management", HRCI Certificate, AlJhood Group

2019 "Applying the Governance in Insurance Companies", AlJhood Group & Palestinian Insurance Federation

- 2019 **“Strategic talent management”**, AlJohood Group & Ramallah & Al-Bireh Chamber Of Commerce & Industry
- 2018 **Study tour to Germany: "Capacity Building Measure in Curriculum Development"**, Hessian Ministry of Education and Culture, Dr.Frank. Niethammer-Institut
- 2017 **"Internal Auditor ISO 29990:2010"**, TUV Thuringen Italia S.r.l with support of the SDC-GIZ cooperation "Centers of Competences".
- 2016 **"Auditor/ Lead Auditor Based on ISO 9001:2015"**, TUV Thuringen Italia conjunction with CERT academey.
- 2016 **"Internal Auditor ISO 9001:2015"**, TUV Thuringen Italia S.r.l with support of the SDC-GIZ cooperation "Centers of Competences".
- 2016 **Building Effective Teams**, implemented by support of BTC & GIZ.
- 2016 **Training of Trainer (TOT):** General topics, Marketing & Sales Management, Strategic Management, and Production Management, Japan International Cooperation Agency JICA, BDS Project.
- 2016 **Certificate Of National Expert Professional SME Management Consultant**, The program was certified from The Ministry Of National Economy, Japan International Cooperation Agency JICA, BDS Project.
- 2016 **Certificate Of National Expert Marketing Specialist**, The program was certified from The Ministry Of National Economy, Japan International Cooperation Agency JICA, BDS Project.
- 2016 **Certificate Of National Expert Production & Sales Management Specialist**, The program was certified from The Ministry Of National Economy, Japan International Cooperation Agency JICA, BDS Project.
- 2016 **Corporate Diagnoses Strategic Management**, 14 Training days Lectures & OJT, The program was certified from The Ministry Of National Economy, Japan International Cooperation Agency JICA, BDS Project
- 2016 **Business and Financial Management**, 14 Training days Lectures & OJT, The program was certified from The Ministry Of National Economy, Japan International Cooperation Agency JICA, BDS Project
- 2015 **"Occupational Standards"**, TEP Project (SDC component) implemented by the GIZ in cooperation with the Federation of Palestinian Chambers of Commerce , Industry, and agriculture (FPCCIA).
- 2015 **"Exhibition & Business to business meetings organizing"**, Mazaya & The Private Sector Development Cluster Project

(PSDCP) implemented by Ministry of National Economy in participation with the Federation of the Palestinian of Chambers of Commerce, Industry, and agriculture.

- 2015 **BDS Technical Consultant & National Expert**, The program was certified from The Ministry Of National Economy, Japan International Cooperation Agency JICA, BDS Project.
- 2015 **BDS Consultant And National Expert in Marketing & Sales Management**, The program was certified from The Ministry Of National Economy, Japan International Cooperation Agency JICA, BDS Project.
- 2015 **Study Visit on Business Development Services (BDS) to Japan**, Padeco Co. Limited, Organized by JICA, under the international cooperation program of the government of Japan
- 2014 **Production & Sales Management in OJT**, 45 training hours, The program was certified from The Ministry Of National Economy, Japan International Cooperation Agency JICA, BDS Project
- 2014 **Corporate Diagnoses (Production Management) in OJT**, 45 training hours, The program was certified from The Ministry Of National Economy, Japan International Cooperation Agency JICA, BDS Project
- 2014 **Business and Financial Management, 45 training hours**, The program was certified from The Ministry Of National Economy, Japan International Cooperation Agency JICA, BDS Project
- 2014 **Corporate Diagnoses Production Management**, 45 training hours, The program was certified from The Ministry Of National Economy, Japan International Cooperation Agency JICA, BDS Project
- 2014 **Production Management**, 45 training hours, The program was certified from The Ministry Of National Economy, Japan International Cooperation Agency JICA, BDS Project
- 2014 **Marketing & Sales**, 45 training hours, The program was certified from The Ministry Of National Economy, Japan International Cooperation Agency JICA, BDS Project
- 2013 **Monitoring & Evaluation**, 12 training hours, The program was certified from The Ministry Of Education, Belgian Development Agency BTC, and Ramallah & Al-Bireh Chamber Of Commerce & Industry.
- 2012 **Awareness Campaign in The Media**, 30 training hours, The program was certified from The Ministry Of Education, Belgian Development Agency BTC, and Ramallah & Al-Bireh Chamber Of Commerce & Industry.
- 2011 **Study Visit on Adult Education to Germany**, 48 training hours, The Adult Education Centre Cham (VHS Cham) & DVV

International

- 2010 **Project Management Professional (PMP)**, 50 training hours, The program was certified from The Ministry Of Education And Higher Education, Belgian Development Agency BTC, and Ramallah & Al-Bireh Chamber Of Commerce And Industry.
- 2010 **Gender, decent work and Gender Based Violence**, 3 Days, MDG Achievement Fund, International Labour Organization (ILO).
- 2010 **Introduction to Instructional Design, 32 training hours, Center for Continuing Education- Birzeit University.**
- 2004 **A number of training seminars from the Academic Improvement Program for Vocational Trainers and Teachers, funded by GTZ: the program included 380 training hours. The program was certified from Ministry Of Labor , The Ministry Of Education And Higher Education, and GTZ**
- 2001 Crisis Management in Business, Palestinian Trade Centre (Paltrade).
- 2001 SPSS
- 2001 How to Manage your Accounts, 21 training hours, Abu Gzalaeh and Partners Co.
- 2000 A+ Computer Maintenance, Galaxy Consulting Firm
- 1999 Administration Novel NetWare 4.11, Galaxy Consulting Firm
- 1999 Windows NT 4.0 Admin, Galaxy Consulting Firm
- 1999 Unix System V Release 4, Galaxy Consulting Firm
- 1998 How to Develop your Business, 32 training hours, Massar Consulting Firm
- 1998 Fire Fighting and Prevention, 30 training hours, Ramallah Fire Department
- 1996 Training Course for Chamber Managers, Germany
- 1995 Executive Manager Role in Quality Improvement and Production Efficiency, 24 training hours, Ramallah Chamber of Commerce
- 1993 Introductory Hebrew Language, 24 training hours, Ramallah Chamber of Commerce