



# Rena Hoso

## Contact

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## Education

Beirut Arab University  
Beirut  
BBA - Business Management

## Certifications

IC3 Certification

## Key Skills

Leading  
Project Management  
Customer service  
Communication  
Problem-solving

## Objective

As training coordinator to the head of the training department, my objective is to manage the training process across all branches, design and deliver training programs, and ensure that employees are equipped with the necessary skills to succeed while maintaining the highest standards of operational excellence and customer satisfaction.

## Experience

### Training Coordinator – Tawfeer Supermarket Head Office

June 2023 – Present

### Responsibilities:

- Design and deliver training programs for all managerial levels across multiple branches.
- Develop and implement tailored training initiatives for new store openings, covering operational and customer service standards.
- Conduct regular training audits and evaluations to ensure program effectiveness and compliance.
- Collaborate with the HR department on strategic training initiatives, onboarding, and employee development.
- Lead orientation sessions for new managerial and head office hires, ensuring smooth integration and alignment with company culture.
- Create detailed Standard Operating Procedures (SOPs) and custom training courses based on operational needs.
- Analyze training data and generate performance reports for continuous improvement.

*June 2022 — at present*

Team member trainer – Tawfeer supermarket

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### **Responsibilities:**

1. Training New Employees:

- Conducting orientation sessions for new team members.
- Providing comprehensive training on company policies, procedures, and work processes.

2. Job Skill Development:

- Instructing team members on specific job roles and responsibilities.
- Demonstrating proper techniques for tasks related to the supermarket environment.

3. Ensuring Compliance:

- Ensuring that all team members understand and adhere to safety and hygiene standards.
- Reinforcing compliance with company policies and regulatory requirements.

4. Performance Monitoring:

- Monitoring the performance of team members during training.
- Providing constructive feedback and guidance to enhance individual and team performance.

5. Continuous Improvement:

- Identifying areas for improvement in training processes.
- Collaborating with management to enhance training programs and materials.

6. Customer Service Training:

- Providing guidance on delivering excellent customer service.
- Emphasizing the importance of customer satisfaction and addressing customer inquiries.

7. Feedback and Evaluation:

- Collecting feedback from trainees to improve training effectiveness.
- Participating in the evaluation of team members' progress and performance.

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### **Cashier – Tawfeer Supermarket**

#### **November 2021 – June 2022**

- Managed daily transactions with efficiency and accuracy.
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- Provided exceptional customer service and resolved inquiries effectively.

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## **Communication**

Implemented new procedures and technologies that improved efficiency and streamlined operations.

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## **Leadership**

Successfully led a team to exceed sales goals while maintaining excellent customer satisfaction scores.

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## **References**

Available upon request.