

# Ali Abed Ljalil

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## Professional Summary

Motivated and detail-oriented Training & Development Coordinator with over 3 years of experience at Netways. Skilled in designing training plans, coordinating Microsoft certification programs, and managing learning operations through CRM and ERP systems. Strong ability to collaborate with subject matter experts (SMEs), schedule and monitor training sessions, and prepare progress reports that align with business goals. Open to learning and growing in any field to expand knowledge and contribute to team success.

## Professional Experience

### **Netways –Lebanon-Remotly**

*Training & Development Coordinator (Jan 2022 – Present)*

- Develop and implement annual training plans focused on Microsoft certifications and professional development.
- Recommend suitable courses for employees based on career goals and organizational needs.
- Schedule training sessions and meetings in coordination with SMEs and department heads.
- Track attendance, performance, and feedback through CRM and ERP systems.
- Generate detailed reports to support management decisions and training effectiveness analysis.
- Ensure smooth communication between departments to maintain efficient learning operations.

## Education

Technical License in Information Technology  
Orthodox Institute – Akkar, Lebanon

## Skills

- Training plan development & coordination
- Microsoft certifications and course mapping
- CRM & ERP data management
- Reporting and analysis
- Collaboration with SMEs and cross-functional teams
- MS Office, SharePoint, and Teams
- Fast learner and adaptable to new environments

## Languages

English – Fluent

Arabic – Native