

# Rena Hosho

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## PROFESSIONAL SUMMARY

Results-driven Training Coordinator with proven experience in designing, implementing, and optimizing training programs across multiple branches. Skilled in enhancing employee performance, streamlining operations, and driving customer satisfaction through structured learning initiatives.

## KEY SKILLS

Training & Development • Project Management • Customer Service • Communication • Problem Solving  
• SOP Development • Performance Analysis • Team Leadership

## PROFESSIONAL EXPERIENCE

**Training Coordinator – Tawfeer Supermarket (Head Office)** | June 2023 – Present

- Designed and delivered high-impact training programs for managerial staff across multiple branches
- Led training initiatives for new store openings, ensuring operational readiness and service excellence
- Conducted audits and performance evaluations to optimize training effectiveness
- Collaborated with HR to enhance onboarding and employee development strategies
- Developed SOPs and customized training materials aligned with business goals
- Analyzed training data and generated reports to drive continuous improvement

**Team Member Trainer – Tawfeer Supermarket** | June 2022 – June 2023

- Delivered onboarding and structured training sessions for new employees
- Strengthened employee performance by coaching on policies, procedures, and job responsibilities
- Ensured compliance with safety, hygiene, and operational standards
- Monitored trainee progress and provided actionable performance feedback
- Enhanced training programs through continuous improvement initiatives
- Elevated customer experience by training staff on service excellence

**Cashier – Tawfeer Supermarket** | November 2021 – June 2022

- Processed high-volume transactions with accuracy and efficiency
- Resolved customer inquiries and maintained high satisfaction levels
- Contributed to smooth daily store operations

## EDUCATION

Bachelor of Business Administration (BBA) – Business Management  
Beirut Arab University

## CERTIFICATIONS

IC3 Certification