



# **3H SOLUTIONS GROUP**

## **TEAM PROFILES**

**FACILITATORS  
CONSULTANTS  
TRAINERS  
COACHES**



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## **UZAIR H.** *(FInstLM) (FCMI)*

### **Experience:**

- Over 30 years of experience (Banker 18 years / Facilitator 16 years)
- Senior Management Consultant / Facilitator
- Created the Emiratization Development Program for a large multinational bank in UAE
- Was Manager Learning & Development for an international bank. Had a regional focus
- Was a Senior Management Consultant with one of the world's largest consultancy & training co's
- Trained delegates from over 30 different industries
- Trained in over 14 different countries
- Been based in UAE for over 25 years

### **Certifications:**

- Certified facilitator for ICSA® (International Customer Service Association)
- Certified Facilitator of Situational Leadership®.
- Certified facilitator for Daniel Pinks "Drive" workshops
- Certified Six Sigma Black Belt (CSSBB)
- Licensed NLP Business Practitioner
- Quality Management Systems (QMS) ISO 9001:2000 Lead Quality Auditor (LQA)
- Certificate in HR Management from the London College of Management, UK.
- Certified Investment Consultant (UK)

### **Expertise:**

- Experiential Teambuilding (Activity based), Leadership / Management / Supervisory development, Customer Service Certification, Layered Sales Excellence, etc. He utilizes hands on work & activities to address belief systems that underpin success.

### **Involvement:**

- Member of Mensa
- *Fellow* of the Institute of Leadership and Management (ILM – UK)
- *Fellow* of the Chartered Management Institute (CMI – UK)
- Advisor to the American Leadership Board (ALB)
- Approved instructor-Globally recognized organization of choice for the banking industry
- He has been endorsed over 1900 times by professionals on LinkedIn for his expertise
- Was a professor teaching the Executive MBA program at a Forbes top rated university in UAE

### **Consulted for or trained global multinational names that include:**

American Express, Pepsi, Nokia / Siemens, Daimler, Shell, G.E., Le' Meridien Hotels, Maersk, YSL, Danfoss, Merck, Geant supermarkets & Abbott. Local and regional players include ENOC, EMAL, Tatweer, Etisalat, Seven Seas Computers, ENBD, du, Tamweel, Majid Al Futtaim Group, Dubai Cares, Mashreqbank etc.

**Able to offer:** American Accredited certificates / job specific competency based assessments



## **MAGGIE W.**

Maggie brings 30 years of international experience as a facilitator, business owner, and coach, based in the UAE. Her purpose is to provide practical, professional solutions that enable people to work to their strengths, engage fully with their organizations, and achieve their potential. She is a certified ICF & 6seconds EQ Executive coach, using leadership, team and organizational Vital Signs assessment tools. She specializes in team building and action based learning. She has experience in the fields of Oil and Gas, HR, Recruitment (owner) Retail, Food, Healthcare, Hospitality, Transportation, and SME's. She has coached professionals from CEO's SVP and SV level to supervisory level. She has a particular specialty of working with culturally diverse clients, and in particular UAE nationals.

Prior to becoming a full time coach and facilitator, Maggie was involved in leadership, management and team development, as well as being involved in the roll out of a Gallup Engagement Programme for 4500 employees, her experience as a business owner, (2.5 million turnover) in recruitment, brings insights into a customer driven, and commercially focussed approach to her work.

### **Facilitator and Coaching Signature**

Maggie's coaching and facilitating style is grounded, practical, and although known for her warmth and empathy, she can bring directness to her approach when necessary. She is a highly intuitive coach & facilitator, using a variety of assessment tools, with particular expertise in Emotional Intelligence. She employs quiet questioning techniques that inspire paradigm shifts in thinking with her clients. Her focus is always on effectiveness, relationship building, trust and performance. She is also a Franklin Covey facilitator, which brings great insight into her sessions.

Maggie has also designed Buzzwords for Buzy Bees an attitudinal shift set of cards used as a coaching tool.



## **REBECCA D.**

Rebecca has attended the Leadership Institute at Harvard University as well as Montana state and University of Alaska for degrees in Psychology and education.

Her professional career has included national and international education, psychology, business, corporate, government, and entrepreneurship to develop and implement effective, systemic, infrastructures and programs that meet the needs of individuals and organizations locally and globally for the 21<sup>st</sup> Century.

Rebecca has spent her career developing a broad and deep perspective from experiences culturally rich and economically diverse environments including rural, suburbia, inner city, American Indian reservations, remote areas of Alaska, the United Arab Emirates, and Eastern Europe, and world-wide travel. From this she has been able to develop a unique approach of facilitating individual/organizational success with respect & consideration for diverse cultures.

National and International Boards she has served on include:

- Ongoing National and International Accreditation and Inspection Teams
- Governor's Task Force on Employment Skills
- Chair Staff Development Reviews
- Education-Business Partnership Board
- Congressional Liaison for Education
- Co-Chair Strategic Plan Committees
- Long-Range Planning Boards
- Budget Program Review Boards
- Career Education Quality Board
- Educational Reform Task Force

Areas of training and facilitation include: leadership/responsibility skills, strategic planning, organizational infrastructure, reviews, evaluation, performance assessment, communication, crisis management, data-based decisions, responsible decision-making, community relations, professional development, professional networking, teambuilding, collaboration, problem-solving, coordinating and communication. I founded American Leadership Board, LLC with a focus on leadership/self-leadership at all levels for the 21<sup>st</sup> Century with a local and global perspective. Her focus remain on human development.



## **SAJINI I.**

MBA in Business Administration (HR). 11 years of comprehensive experience and relentless effort in the field of Training and Development, combined with a passion for working on people skills have allowed me to develop my expertise in this field with specialization in Interpersonal Skills (Soft Skills), Personal Development and Leadership training. At the core of my career is a strong desire to develop the skills and competencies in individuals through coaching and training, leading to more effective processes and more profitable businesses.

### ***Areas of expertise:***

- o Selling Skills and Sales Management
- o Personal Development Skills
- o Customer Service Skills
- o Leadership and Team Building Workshops

### ***Trainer & Consultant***

- o Have trained more than 400 people in the Banking Industry on Customer Service, Sales Management, Supervisory Skills and Team work.
- o Consultant with Qatar Petroleum for the last 2.5 years and have trained about 600 executives from all levels of the hierarchy.
- o Retail Sales project designed and facilitated for a large Telecommunication brand for transitioning in to Consultative Selling.
- o Competency mapping project using DISC profiling done for staff members of one of the largest training service providers in Qatar.

### ***Past Experience***

- o Learning and Development Senior Manager with WNS Global Services – Nov '12 – Feb '14
- o Learning and Development Manager with Hutchison 3 Global Services – July '11 – Nov '12
- o Training and Development - Zonal Head with Wipro LTD – Jan 2005 – July 2011

### ***Sample of Clients***

ENBD Bank, Emirates Islamic Bank, HP, British Telecom, Singapore Airlines, British Airways, Dell, Drake & Scull, Vodafone Cleveland Clinic Abu Dhabi etc.



## **KEVIN N.**

### **Experience:**

- Over 12 years of exposure (Customer Experience Coach 5 years & Facilitator 7 years)
- Has played various roles within the L&D Fraternity as Coach, Mentor, Specialist, Manager, Trainer and as Master Trainer.
- Has been a brand ambassador for British Telecom when it was launched in India in 2007 on Global Accent Neutralization.
- Has delivered management programs & developed leaders through FLP.

### **Certification:**

- Dale Carnegie Master Trainer on HITS through Cambridge University.
- Project Management Professional (IIBM)
- Six Sigma Green Belt Professional (IIBM)
- Transaction Analysis Certified.
- Certified Hypnotherapist (California Hypnosis Institute of India)
- Certified Trainer on Andragogy (American Center for Education)

### **Expertise:**

-Communication Development programs, Customer Experience programs, Intervention programs, Executive Coaching, Performance development programs. He uses an assortment of contemporary and well-tested traditional tools to educate & empower his participants.

He is known for his engaging, high-energy, humorous style and his ability to make learning and collaboration at work fun.

### **Associated Organizations:**

Dell, Infosys, Hewlett Packard, Tesco, Capgemini, JP Morgan Chase, Franklin Templeton, Oracle, Royal Bank of Scotland, Accenture, ENBD, EIB etc.

Kevin has travelled and worked with people from different cultural background which gives him the perspective of the smallest nuances and this way he shares his experiential learnings.

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## **AHMAD S.**

Holds a Masters degree in Information and Communication Technology (ICT) and working as a training and education specialist, developing, designing & training in the business and education fields.

He is also a certified "Master Trainer" from Netherlands university and had worked as a Master Trainer and training content instruction developer at (Change Agent for Arab Development and Education Reform CADER) a partnership with Al-Yarmouk University. Training and coaching schools managers, supervisors and teachers in how to integrate ICTs in education and develop their schools in project management and build it to be part of the knowledge economy.

With more than 5 years' experience in the training field in (UAE, Jordan and Libya), he offers a wealth of experience across the entire spectrum of Training and Development functions:

Project Management Students Consulting Coaching, Mentoring and Team building  
Content Development and Design Training Needs analysis Special Events Planning and Administration

Training Programs, Diploma and short courses Trainers Assessments Talent Management  
Training Management, Planning and budgeting Training Supervision Customer relationship management

Professional Objectives:

- Capacity building and professional development.
- Be part of developing the knowledge economy.
- Upgrading society intellectually, scientifically and culturally.



## **HAZEL R.**

Business & General English Language Trainer. A native English-speaker, Hazel arrived in the Middle East 25 years ago as a highly qualified Personal Assistant, working at Dubai Ports Authority and McDermott Middle East amongst others. In 2010, she studied for the much-respected CELTA qualification and then followed her passion for all things “English language” with a move into the world of corporate English language training, converging her natural affinity for the language with the world of business. She fosters a friendly, engaging environment in which students learn to communicate clearly & efficiently.

### **MENA Experience**

#### **DUBAL / EGA one of the top 5 aluminum smelters in the world by volume**

- Business, Technical and General English Specialist for 5 years (groups and individuals)
- National Trainee Admin Program
- Developed / delivered Writing Skills & Report Writing courses for employees at all levels

#### **Emirates Aviation University: a state-of-the-art education & training facility for the aviation industry**

- Lecturer – Pre-Degree Foundation Program for UAE National Recruits
- Academic IELTS Preparation; 15-week Foundation Program in Intensive English for future pilots, cabin crew and Aviation Business Management students

### **Misc:**

- Bespoke, hotel-specific English language courses for a diverse range of hotel employees (Jumeirah Group – JBH, Jebel Ali Hotel, Jumeirah Emirates Towers, Zabeel Saray, Kempinski and Armani)
- 6-week guided Conversation and separate Grammar courses for multiple clients
- McDermott International, Inc., Dubai Ports Authority
- CELTA-qualified at International House in 2010