

Reem Darwish



Reem is a goal oriented and results driven organizational development professional with over 15 years of experience leading professional development initiatives around the world. She has developed a driving passion for helping her clients enhance their strategic customer care initiatives, increase their client retention rate, improve their communication with internal and external customers, and achieve their organizational performance goals through processes, organizational systems, tailored training programs and executive coaching. This passion has led her to constantly pursue her own development, achieving certifications as an executive Coach, and Extended DISC.

Reem has found success in instructing students and professionals through educational institutions, as well as in joining her clients to identify their performance improvement needs, design systems, processes, customized development programs, organizational development and ensuring the sustainability of those improvements. Throughout her experience, effective communication has been the foundation of Reem's work and plays an integral role in how she is uniquely able to target and satisfy her clients' and their needs.

PROFESSIONAL EXPERIENCE

Reem has spent several years working as a Learning Solutions professional, starting out as a Learning Solutions Manager at CariZMa. She spent years working with businesses on quality assurance and overall business performance improvements for clients in the Middle East North Africa region (MENA). She provided business consulting and training solutions, particularly in the telecommunications industry, and developed and deployed comprehensive training programs to meet client needs, as well as follow-up programs to ensure continued sustainability.

Reem has been a Human Resources Consultant, leading organizational development, change management and recruiting initiatives to a variety of clients. She has worked to manage assessments for programs, performed instructional design, and ensured program implementation and follow-up procedures to enhance success.

As part of the Sandler Training team in Central and Southern California, Reem has spent time spearheading training and client coaching projects in the Strategic Care Program for organizations, developing and providing Sandler's training programs. She has worked to deploy comprehensive training programs by assessing existing client services and tailoring training to improve team performance. .

CERTIFICATIONS & SPECIALTIES

- Certified Executive & Leadership Development Coach – The Academies
- Certified Extended DISC Instructor – Extended DISC International
- Certified 360Reach Personal Branding Analyst – 360 Reach Personal Branding
- Certified Trainer – International Finance Corporation, PEP-MENA Program
- Certified Instructor for the Business School Essentials Curriculum – The Call Center School (TCCS) USA
- Certified Instructor for the Call Center Dynamics Curriculum, The Call Center School (TCCS) USA
- Competency Profiling (Level 1) - Institute of Human Resource Management Inc.
- Ph.D Students of Organizational Systems

KEY SKILLS & QUALIFICATIONS

- Leadership Development
- Coaching
- Performance Management
- Strategic Planning
- Project Management
- Organizational Development
- Team Building
- Management Development