



CURRICULUM VITAE

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Consultant & Executive Coach

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AREAS OF EXPERTISE

Ms. Raja is working as consultant and coach to local companies and governmental agencies, where she worked as consultant in the Office of the Undersecretary of the Ministry of Defense in the development area and performance improvement, and has 20 years experience in the provision of consultancy, training and studies in the following areas:

- Information Management Systems and documentation, where she worked Director of the company Global Meta Group for computer consultation in Kuwait from 2003 until April 2005.
- Development of functionality, and the related evaluation and development tasks, responsibilities and procedures with motivating employees to perform better through training courses.
- Strategic planning for training, through the identification of training needs assessment and measurement tools and propose training needs to support the objectives and efficient institution.
- The measurement and development efficiency through training program and different systems.
- Leadership, changing behavior, motivation and creativity, regulations, and training.

PROFESSIONAL DEVELOPMENT

- Consultant in the project of Developing a 2008 to 2012 Strategy, Kuwait Awqaf Public Foundation, Since September 2007 to February 2008.
- Project Manager for Quality Services Project for Kuwait International Bank, March 2008 – December 2008.
- Auditing for the public relations department in KNPC, March 24 - April 2, 2007.



- Adviser in the study advisory poll on "relationship of KNPC with their suppliers and contractors, manufacturers" ... KNPC, from January 2006 - June 2006.
- Document management systems in the Military and Civil institutions in the ministry of Defense, the study, implementation, and development.
- The development and qualification of manpower in the military sector.
- Guides for job descriptions for several parties.
- Evidence procedures and facilitate the work in various entities.
- Excellence modules, creativity, and the State Award for Excellence and Creativity.
- Efficiency measurement modules.
- Jobs qualification systems and job training to the Ministry of Defense (Make your future).
- Various studies in management development area.
- Organizing various training programs in the above-mentioned areas.

TRAINING **EXPERIENCE 2007**

- Trainer - numerous training courses and guidelines in the areas related to the development of Human Resources.
- Trainer - Successful Sales through services Program ... Wataniya Telecom.
- Trainer - Orientation program (Coaching) in the areas of Customer Service and Success in Sales ... Wataniya Telecom.
- Trainer - Effective Communication ... Commercial Bank in Kuwait.
- Trainer - Media Relations training program ... KNPC.
- Trainer - Job Qualification programs for the recently graduated ... Ministry of Defense.

TRAINING **EXPERIENCE 2008**

- Trainer - Service Quality Foundation Programs that included Signature Service & Basic Principles ... Kuwait International Bank (April & May).
- Trainer - Successful Sales through services Program ... Wataniya Telecom (April).
- Trainer - Presentation Skills ... Manpower & Government Restructuring Program (May).
- Trainer - Communications Skills ... Manpower & Government Restructuring Program (May).
- Trainer & Coach - Coaching after delivering the "Service Quality Foundation" training program to follow up successful implementation for branch managers & retail employees ... Kuwait International Bank (May & June)
- Trainer - Application Program including Problem solving, Emotion Control & Professional Selling) ... Kuwait International Bank (July)



- Trainer – Coaching for Stellar Service Kuwait International Bank (Nov.)
- Trainer – Coaching for Top Performance Kuwait National Bank (Nov.)
- Croup Coaching (10 session 120 staff).... Kuwait International Bank (Nov.)
- Trainer - Presentation Skills ... Kuwait Awqaf Public Foundation (Dec.)

- Trainer - Communications Skills ... Kuwait Awqaf Public Foundation (Dec.)

PROFESSIONAL AFFILIATIONS

- Member of the International Coaching Federation
- Accredited coach in Wilson & Achieve Global
- Consultant and trainer in Gulf Lead Consultants – Industrial and Management
- Member of the Main Committee and Chairman of the Executive Team of the achievements of the private system of government of the State of Kuwait.
- Kuwait Society for Quality and Excellence, Kuwait (Under Establishment)

PERSONAL INFORMATION

<i>Gender:</i>	Female
<i>Date of Birth:</i>	July 22, 1960
<i>Nationality:</i>	Kuwaiti
<i>Marital Status:</i>	Married