Atalla Youkhanna

Virtual Learning & Development Facilitator

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Professional Summary

Virtual learning-and-development facilitator with 15+ years delivering live, instructor-led training, certification and coaching to adult learners on client programs for major North American brands, including Princess Cruise Lines, Allianz Global Assistance, Rogers, Comcast, Peloton and Reliance Home Comfort. Specialist in blended certification: leading the classroom, then supervising and coaching new hires on live customer calls until they are fully certified. Brings an engineering foundation, 20+ years of contact-centre experience, and the self-direction of a founder who runs his own federally incorporated company.

Core Competencies

- Virtual facilitation, adult-learning principles, learner engagement and classroom management
- New-hire certification, knowledge checks (including interactive Kahoot! quizzes) and evaluations
- Live-call supervision, on-the-job training and post-training coaching
- QA review, performance coaching and trend-based feedback to stakeholders
- Training logistics: scheduling, virtual session setup, systems access and attendance tracking
- MS Word, Excel, PowerPoint, Outlook · virtual platforms · LMS · AI tools

Professional Experience

Certified Virtual Instructor & Quality Facilitator — **2011 – Present**
Independent contractor · Remote, London, ON

- Deliver live, instructor-led virtual new-hire, specialty and ongoing training for customer service and sales teams supporting Princess Cruise Lines, Allianz Global Assistance Canada, Rogers, Comcast, Peloton and Reliance Home Comfort
- Supervise learners on live customer calls during the blended phase of certification, providing real-time coaching and on-the-job support
- Accountable for class certification outcomes: administer knowledge checks, evaluations and certification activities against client and program standards
- Perform QA review and performance coaching on calls and chats; translate trends and client direction into clear, actionable service standards
- Handle live customer calls and chat support, modelling the service standard learners are certified to

Customer Service Representative (Technical Support & Sales) — **2005 – 2011**
Stream · London, ON

- Provided inbound technical support, customer service and sales for HP computers and printers and Rogers Wireless in a high-volume environment

Mechanical Engineer — **1990 – 2002**
Oil & gas sector · Field operations

- Trained heavy-equipment operators and supervised maintenance standards in the field

Education

B.Sc., Mechanical Engineering
Manufacturing Engineering Technology, Fanshawe College, London, ON (2004–2005)