



Driving Talent in Bahrain: Bahrain's leading Customer Experience Provider appointing Head of Talent



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Silah Gulf, a premium, multi-award winning customer experience solutions provider headquartered in the Kingdom of Bahrain has recently announced the appointment of Suad Al-Kabie as its new Head of Talent, will oversee Human Resources, Quality, Learning and Development as well as the Silah Training Centre.

Suad is passionate about talent development, quality and continuous improvement and is an advocate and speaker on these subjects in Bahrain and abroad.

Mrs. Al-Kabie has over 25 years of industry experience and extensive knowledge in both the public and private sectors and has focused on customer experience, employee satisfaction, process management, and performance metrics along with cost saving initiatives. She has held various senior positions in industries including aviation, financial services and most recently telecom.

Speaking on the occasion Ricardo Langwieder-Goerner, Chief Executive, Silah said, “This appointment reflects our continuous focus on growth and on our key assets – Our people. We have grown to over 750 employees and are planning to double our team over the next 3 years. Creating this new role and welcoming Suad in our Silah family confirms our ambition to drive talent development in Bahrain”

Commenting on her appointment, Suad Alkabie, Head of Talent said, “Silah is a premium brand with a clear vision for growth and talent development. I am very happy to be part of Silah’s Executive team and contribute to Silah’s success story.

Suad is a black belt six sigma, ISO 9001 Lead Quality Management Auditor and process improvement practitioner. She holds an MBA from the University of Strathclyde and a BSc in Systems Control as well several productivity improvement and leadership certificates.