

**Ramez**

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CV

**PROFESSIONAL EXPERIENCE:**

A professional with over 15 years’ valuable experience

in the diverse areas of HRM/HRD, General Administration

and Public Relations with reputed organizations across

Industry; Extensive experience in Administration, StrategyPlanning, Human Resource Management & Development.

**EDUCATION**

**BBA in Human Resources Management from Marylebone University, 1999**

**MAIN COMPETENCES**

* Business Administration
* Human resources
* Strategy Planning

**LANGUAGES**

Swedish,Arabic & English (Reading, Writing & Speaking)

**Nationality**

Swedish National

**Driving License**

Swedish Driving License (B)

**COUNTRY EXPERIENCE**

United Arab Emirates, Qatar, Saudi Arabia and Sweden

Proven track record of achieving high motivation levels amongst employees, ensuring strict compliance with UAE Saudi Arabia & Qatar Laws; Skillful in liaising with employees and maintaining overall amicable relations and achieving enhanced productivity with appropriate process improvements.

**EXPERIENCE:**

**Administrator**

Stenkyrke AB (Kungsfågeln) Sweden

October 2015 to Present

***Role***

* Ordering suppliessuch as (stationary, furniture, cleaning materials, kitchen supplies...etc.)
* Preparing the daily residents list and forwarding it to the migration board.
* Answering phone calls received on the company’s phoneand provide callers with any information required
* Assisting the social personal or migration board personal in communicating with the residents by acting as a translator
* Assisting kitchen personal with food serving and supervising the food distribution to residents
* Assisting volunteers and human aid agencies like red cross in clothes distribution to residents
* Carry out other tasks as required like coordinating with fire and police departments in case of emergencies
* Carryout maintenance work at the hotel premises and contact external companies in case I couldn’t solve or fix the problem
* Prepare Human Resources Policies and Procedures/ Administration Policies and Procedures and manuals for the company and regularly updating them.

**HR & Administration Manager**

Louis Berger Group, UAE, Qatar & Saudi Arabia

March 2009 to December 2013

The Louis Berger Group is an internationally recognized consulting firm that provides engineering, architecture, program and construction management, environmental planning and science, and economic development services. [www.louisberger.com](http://www.louisberger.com)

***Role***

* Planning, supervising and coordinating the activities related to employment (interviews, offers, contracts & benefits … etc.)
* Prepare Human Resources Policies and Procedures/ Administration Policies and Procedures and Purchasing Policies and Procedures manuals for the company and regularly updating them.
* Managing the joining procedures for newly hired employees (office setup, visas, accommodation, driver’s licenses, travel, IT setup …)
* Liaising with recruitment agencies (short-listing CVs, obtaining references …etc)
* Implementation and management of an HR Database/Info System in conjunction with Payroll
* Acting as the main contact for all employee issues/grievances
* Maintaining leave records and airline ticket entitlements for employees and updating the database accordingly
* Maintaining personnel files for all employees
* Sourcing and maintaining health insurance schemes for employees
* Conducting exit interviews during employee terminations and resignations and ensuring that all dues are paid to and from the Company prior to the employee’s exit
* Ensure full compliance by the Company of all legislative issues pertaining to HR and personnel
* Oversee employee relations programs including training and development. Provide training and coaching to improve employee performance, job knowledge, and career advancement.
* Provide leadership, management and direction to the Public Relations Officer during the processing of employees work permit, visa issuance and renewals.
* Manage personnel records. Process personnel actions, staffing actions and apply a comprehensive body of human resources rules, procedures, and technical methods necessary to support the staffing function. Provide human resources advice and assistance to superiors.
* Negotiating and establishing lease agreements for the office as well as renewals.
* Obtaining the Company’s Trade License and ensuring that all legal documents required by the government for running the business are in place.
* Source the best service providers for the company & establish agreements (telecommunications, travel & tourism, automobiles, real estate, hotels, maintenance & cleaning, security & general suppliers for equipment required for the Company)
* Liaise directly with Finance and keep records of all company assets (computers, phones, … equipment)
* Assist employees with finalizing their accommodation requirements (connecting water & electricity, telephone/internet access)
* Manage the administration staff as well as the company drivers and their timetables
* Assure the office is physically up to corporate standards at all times
* Establish and maintain relationship with local bank for office purposes, accreditation authorities and other entities involved in the effective operation of the office.
* Responsible for ensuring the office and fittings thereof, computer equipment, cars and all other property are maintained in good order and to organize repairs as and when necessary.
* Responsible for obtaining copies of legislation, particularly fiscal laws and decrees affecting the office and its activities, interpreting effect on the company, and advising options and recommending course of action to management. To ensure compliance with existing legislation.
* Ensure all registrations, accreditations, visas, residence permits and formalities of office and expatriates staff are maintained in good order.
* Implementing HR & Administration policies as per ISO 9001:2008 standards.

***Accomplishments***

* Played a key role in managing the organisational restructuring exercise. Designed and implemented a new organisational structure based on the company’s recruitment needs.
* Holds merit for serving as part of the HR & Administration Department during the ISO 9001:2008 / 14001:2004 certification audit and subsequent certification in 2011.
* Instrumental in ***drafting HR Policies and Procedures Manual*** for the company’s employees. Institutionalised an employee orientation program.
* Introduced an annual increments program for employees based on their annual evaluations.
* Conducted training courses in coordination with external training institutes mostly in sales and marketing courses, management skills.
* Conducted post-training evaluation of employees and training programs conducted with external institutes.

**HR & Administration Manager**

Faisal Jassim Trading Co. (LLC), Dubai (UAE)

November 2006 to February 2009

Faisal Jassim Trading co. was established in 1988, specialized in the Electrical & Mechanical fields related to the building services industry specializing in the Engineering, Manufacturing and Trading of building services equipment, employing in excess of 800 qualified staffs with facilities exceeding 22000 m2. [www.faisaljassimtrading.com](http://www.faisaljassimtrading.com)

***Role***

* Supervising day to day activities of HR & Administration Department for over 800 employees with a team of one PRO, two HR Officers and one Administration Officer.
* Implementing Establish new HR & Administration policies and procedures in line with the company’s vision, mission and UAE labour laws.
* Creating a new organizational structure, writing job descriptions for new employees as well as new salary structure and grading system for various hierarchical positions.
* Implementing HR & Administration policies as per ISO 9001:2000 standards.
* Ensuring continuous updating of all staff records and files in accordance with the UAE Labour Law.
* Managing the complete recruitment life-cycle for hiring from diverse sources, as per manpower plans and various requirements.
* Designed an Employee Orientation cum Assessment Program for new employees.
* Ensure an environment is created to attract and retain talent, by identifying cost effective methods for sourcing high calibre staff, this includes the planning and executing of local and overseas recruitment campaigns.
* Supervising all work permit and visa activities for new and existing staff members.
* Prepare Human Resources Policies and Procedures/ Administration Policies and Procedures and Purchasing Policies and Procedures manuals for the company and regularly updating them.

***Accomplishments***

* Holds merit for serving as part of the HR & Administration Department during the ISO 9001:2000 certification audit and subsequent certification in 2008.
* Have consistently observed compliance with the regulations of regulatory establishments like Dubai Economic Department, Dubai Municipality, Dubai Chamber of Commerce and Ministry of Labour by guiding the PRO to complete all licensing and license renewal activities in time.
* Reduced recruitment costs by accessing online recruitment agencies resume databases (Bayt and Naukri) instead of recruitment agencies executive search.
* Selected a new ***Document Management System*** for HR through document control software, which reduced dramatically amount of time spent in searching for employee data.
* Essayed a key role in the implementation of a reward scheme for employees providing management with ideas for improving work flow and processes. *On monthly basis three employees whose ideas proven beneficial to the company are rewarded with a bonus.*
* Introduced a new employee training program where new employees were given cross-functional training with two weeks in the different departments prior to his being placed on job. This was done to acquaint them to the procedures of different departments.
* Pivotal in successfully conducting:
* Employee satisfaction surveys to help improve work environment.
* In house training for new engineers on the different products the company was manufacturing or selling.
* Training courses in association with external training institutes in areas like Stress Management, Selling & Marketing Skills and Administration Skill for employees.
* Post-training evaluations for employees and obtained employee feedback on courses given.

**Administrator Business Advisory Services**

Ernst & Young (E&Y), Abu Dhabi Office (UAE)

June 2000 to August 2006

Ernst & Young is one of the biggest four companies in the world in the field of auditing and management consultancy services. [www.ey.com](http://www.ey.com)

***Role***

* Supervise all HR functions including Recruitment, Personnel management, HR systems, Policy and procedures implementation, Administration services, Training and development.
* Coordinate and integrates all efforts to develop business culture and employees motivation and team building through the initiation of team building activities and event management.
* Managing Executive Recruitment Services for E&Y clients, which includes arranging interviews with the short listed candidates, conducting reference check and submitting candidate evaluation report to the client.
* Conducting training for E&Y clients.
* Preparation of HR, Administration and PR policies & procedures manuals for the company’s clients.
* Sending internal memos/ notices regarding administrative and HR matters to all/ concerned staff members.
* Participated in organizational restructuring projects of many government entities.
* Handling the compilation of annual leave schedule for staff members.

***Accomplishments***

* Successfully handled the preparation of HR, Administration and PR policies & procedures manuals for the company’s clients like Abu Dhabi Chamber of Commerce & Industry, Office of HH The President, Private office of Sheikh Mansour, Ali & Sons Automobile, General Exhibitions Corporation, and Al Jazera Sports Club.
* Conducted recruitment exercise for clients like Office of HH The President, Al Maraa Al Youm Magazine, National Investor, and Arab Monitory Fund.