**EXECUTIVE SUMMARY**

**Executive Management Professional** offering over **20 years’**of **experience in UAE** in the areas of Human Resource Management, Performance Management, Manpower Planning, Personnel Budget, Recruitment & Selection and Employee Relations Management in various industries. Expert knowledge of UAE labour law and regulations.

**Outstanding track record in** establishing and developing new Start-ups paving the way for stronger and more qualified personnel and hence providing organizational benefit.

**Recognized for hands-on experience in** providing establishment personnel assistance in identifying, evaluating and resolving human relations and work performance problems within establishment to facilitate communication and improve employee relations skills and work performance.

**Excellent communicator and negotiator** forprincipal unions regarding a range of employee relations issueswith the ability to work under pressure in fast-paced, time sensitive environments. Proven ability to interact effectively with people of diverse nationalities and comfortable working in a multi-cultural set-up.

**CORE COMPETENCIES**

Human Resource Management, Performance Management, Job Analysis, Personnel Budget, MIS Reports, Recruitment & Selection, Manpower Planning, Employee Relations Management, Compensation& Benefits Design and Structure, Conflict Resolution, Resolving Labor Issues, Redundancy Schemes, Effective Negotiation, Retention Strategy, Employee Grievances and Corporate Communication, Labor law & Legislation.

**OBJECTIVE**

I am seeking a creative and challenging position in the areas ofHR& Administration / HR Business Partner / Recruitment / Compensation & Benefits / Human Resource Professional with a well-established company that has long term and determined objectives. To use my strength and contribute my share to become partner in the progress with all Business Units by evolving and driving policies that attract, retain and motivate employees and support company’s growth and nurture a progressive and professional HR climate in the organization.

**Qualification** Business Administration/Management

Certified HR Manager (MPC) MEIRC's Professional Certificate

# Seminars Variety of seminars & training courses; most recent:

# Advanced Compensation and Benefits, MERIC

# Strategic HR Manager, MERIC

# Quality Management, TQM

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**WORK EXPERIENCE :**

1. **Title HR & Admin Manager**

**Period April 1st2010 till Present**

**Employer KCLLC - Dubai.**

KCLLC has been established in Australia over three decades ago, developed a wide range of construction capabilities and expand operations within Australia and globally throughout the Gulf, Middle East and Africa. KCLLC expertise includes the design and construction of large-scale projects, low and high-rise buildings, residential and commercial.

**ROLE & PURPOSE:**

**R**esponsible for partnering with functional managers using a collaborative approach to provide guidance, perspective and recommendations across a wide range of human resource functional areas.To contribute to the development of the HR strategy and lead on the delivery the HR business plan. To ensure that the HR functions proactively supports the organization to achieve its objectives.To lead, develop and motivate an effective and professional HR team.

**KEY ACCOUNTABILITIES:**

**Leadership and motivation:** Develop and lead a team of HR generalists, direct and motivate members of own staff to carry out allocated duties in accordance with set policies and procedures to the expected standards.

**HR Policies & Procedures:** Develop and implementHR policies and procedures that are consistent with the company strategy in order to facilitate effective people management.Serve as change agent by proposing innovative initiative changes.Protect the interests of the company and employees in accordance with company HR policies and governmental laws and regulations.Advise line managers on personnel policiesand procedures and provide support on the planning and budgeting ofmanpower requirements.

**Recruitment & Selection:** Formulate recruitment strategy and plans to achieve desired level and quality of manpower for all areas of the company business.Manage and participate in the recruitment process, ensurethat potential candidates are targeted in acost effective mannerand appropriate interviews and assessments are deployed and secure the best talent available in the market to meet company’s needs.Develop and maintain vast and varied professional relationships to expand recruitment networks.Implement and oversee new staff orientation.

**Salary administration:**Responsible for the development, implementation, administration and maintenance of compensation programs encompassing base pay, incentive pay, commissions and bonuses, supporting the company's performance system, managing the organizational salary structure and benefits provision, to ensure a balance between cost controls and attracting and retaining staff in line with company policies. Research and analyze salary rates and benefits policies to ensure that company reward programs are current, competitive and in compliance with legal and policy requirements and in line with industry trends. Coordinate annual salary surveys to be analyzed at annual salary scale review. Analyze compensation policies, government regulations, prevailing wage rates in the market to develop a competitive compensation plan.

**Employees Relations:** Monitor implementation of policies on employee relations to ensure consistency and fairness. Handleany critical issues involving individuals or collective bargaining groups and take appropriate action for resolution.

**Personnel Administration:** Manage the functions of employee services, leave entitlements, conditions of service and disciplinary provisions to ensure consistency and equity of approach to all staff and labour.

**Training & Development:**Initiates the analysis of training needs, the development of appropriate training plans, securing the necessary budgets and the optimum matching of training needs with the resources available.

**Job Communication:**Ongoing communication with the CEO and other functional department heads as a member of the senior management team.Ongoing close communication with CEO for guidance and approval of HR issuesand regular in contact with staff at all levels often for sensitive issues.Regular contacts with recruitment agents, potential employees and manpower suppliers.Daily contact with reporting staff to provide work direction, guidance and coaching and to review performance on a regular basis.Serve as consultant to staff in the areas of discipline, performance management, terminations, and resignations.

**Performance Management:** Implements company's performance management system and talent development initiatives. Oversee the performance review process to ensure effectiveness, compliance, and communication within the organization.

**Organization Structure:**Participates in the design and establishment of organizational structure, redeployment and staffing to effectively accomplish the organization's goals and objectives.Responsible for maintaining updated job descriptions and organization charts.Identify and monitor the organizational culture in order to attain the company’s goals and promotes employee satisfaction.

**Office Services:**Oversee and manage provision of efficient office services to the company (e.g. security, catering, office supplies, housekeeping, cleaning). Negotiate contracts with appropriate service providers and monitor their work to ensure quality service.Upkeep of the HR database & filing system, office equipment, housekeeping.

**2. Title Group HR & Admin Manager**

**Period July 1998 to May 2008**

**Employer AGD (Arabian Gulf Development) - Dubai**

**Environment Group of Companies(15 companies);** GenContracting,Construction, Real Estate, Project Management,Hospitality, Financial Investment, Computers & IT, Management Consultancy, General Trading, Medicine & Equipment, Joinery & Interiors, Steel & Aluminum Industry..

**DUTIES & TASKS**:

**D**irect the process of organizational structure and manpower planning, employee succession, Job titles and skills profiling, manpower reports, budgeting and forecasting, senior management members exit interviews.

**C**reate and update job descriptions and organization charts.

**D**esign and formulate personnel policies and procedures, ensure all policies are up dated and Labor Law compliant**.**

**D**evise general strategy for collecting and analyzing data related to recruitment from local market and overseas. Develop sourcing strategies and identify quality candidates using creative recruitment techniques for all levels.

**R**eview and design selection process and evaluate recruitment tools that best serve the selection requirements, measurement devices that may be appropriate within the context of recruitment and selection policy.

**D**evelop database for candidates and recruitment agencies analyzing their status and standards of performance.

**M**anage the induction and orientation for all new hires and ensure timely enrollment into company payroll and relevant insurance coverage.

**P**erformance management and enhancement decisions( i.e. increments, promotions, rewards, special assignments.

**M**aintenance of personnel files and database inventory, HRMS.

**M**anage the process of annual leaves planning, disciplinary actions and enforce code of conduct.

**P**rovide payroll information regarding merit increases to staff as requested. Ensures that payroll functions are performed in accordance with established policies and procedures.

**H**andle employees’ grievances and redresses, resignations, terminations, end of service benefits.

**O**versee the management of all personnel issues in compliance with the company policies and government legislations.

**D**irect thePRO activities such as: Visas process, medical & health care, employment contracts, traffic & Etisalat related matters, company trade licensing and other government related matters. Staff & labor accommodation and transport, security management, housekeeping and maintenance related issues in all offices & sites.

**3- Title Head of Admin& Personnel Dept**

**Period Sept., 1997 to Jun., 1998**

**Employer Management Services Group - Dubai**

**Environment Industrial Catering, Fast Food, Real Estate, Financial Investment.**

**DUTIES & TASKS**:

**D**irect and motivate members of own staff to carry out allocated duties in accordance with expected standards.

**H**R Policies & procedures:Implementation of personnel policies and procedures that are consistent with the company strategy in order to facilitate effective people management.

**R**ecruitment and selection: Participate in the recruitment process, ensuring that potential candidates are targeted in the most cost effective manner and appropriate interview and conducted to maximise the fit between candidates and the Company’s requirements.

**S**alary administration: Ensure efficient salary administration for the Company’s employees so that payroll and other benefits payments are made in a lawful, timely and accurate manner.

**P**ersonnel Administration: Manage the Personnel functions of salary administration, leave entitlements, conditions of service and disciplinary provisions ensuring consistency and equity of approach to all staff.

**R**esolve employee relations issues within corporate guidelines and policies.

**D**irect the PRO activities – visas, lease, transport, housing, tickets,employee welfare, mobilization etc. Ensure timely renewal of company licenses, certificates, vehicle registration & insurance. Ensure office furniture’s & office equipment, company vehicles are well maintained. Ensure continued availability of quality office supplies, company communication lines (Telephone, Fax) to all offices and sites.

**R**esponsible forCompany leases;premises, staff & labor accommodations, security management, Housekeeping and maintenance related issues in all offices & site’s. Timely arrangement of travel needs (VISAS, flights, accommodation and conveyance) for guests, staff and new joiners in all offices if applicable.

**C**heck and sign-off invoices, monitor expenses.

**E**nsure dress code & office decorum are maintained in all offices & sites.

**4- Title Self employed**

**Period Sept 1991To Sept 1997**

**Employer Self employed, plus 2 limited contracts with CCC &NCI -Jordan**

**Environment IndustrialEngineering/ Contracting**

**2 limited contracts &Freelancing jobs**

1. **Title Senior Tech Asst.**

**Period Aug., 1978 To Sept., 1991**

**Employer Kuwait Oil company (KOC) - Kuwait**

**Environment OIL and Gas Industry**

**HR RESPONSIBILITIES:**

**P**rovide professional advice and support to employees on HR issues to ensure company Policies are properly applied and implemented and high standards ofHR practice are achieved and maintained.

Act as a custodian for the HR policy manual. Communicate any changes in the policy document (additions/deletions/other significant changes) to all employees.

**P**lan, direct, supervise, and coordinate work activities of subordinates and staff relating to employment, compensation, and employee relations.

**C**oordinate the staff training and internship of new graduates (in-house and abroad).

**P**rovide employees with information about policies, job duties, working conditions, wages, opportunities for promotion and employee benefits.

**A**nalyze statistical data and reports to identify and determine causes of personnel problems and develop recommendations for improvement of organization's personnel policies and practices.

**P**repare the payroll of all direct hire employees and tracks all related changes.

**R**eview deductions, adjustments and timesheet entries passed by Accountant to ensure accuracy.

**M**anage the induction and orientation process for all new hires and ensure timely enrollment into company payroll and relevant insurance coverage.

**M**aintenance of personnel files and employees data inventory.

**ADMINISTRATION RESPONSIBILITIES**

**C**ross check contractors’ invoices and verify compliance to contract terms and conditions.

**P**repare cost monitoring reports and thereby providing timely inputs for better cost control.

**P**repare monthly statistics reports, statement of accountsfor management review.

**W**ork with plants to complete the month-end close/reporting process, cost reviews, and forecast preparation. This includes analyzing operational changes, reconciling productivity, and assisting in capital asset management.

**A**ssist in the completion of the Annual Operating Plan (Budget) and all associate activities.

**C**oordinate with stores’ staff on availability of store stock items and maintain balance.

**R**aise work permits and local purchase orders(LPOs) review and follow up with company purchasing department on status of oversees orders.

**O**versee the preparation and revision of contracts that involve the purchase of goods and services.

**F**ollow up on the disposal of damaged assets after processing their book value and depreciation and obtaining the approval from the responsible authorities for write-off.

**TECHNICAL SKILLS** Windows NT, MS Office (English & Arabic), Word,Excel, Power Point, outlook & Internet

**PERSONAL DETAILS**

Place of residence United Arab Emirates, Dubai

Nationality Jordanian

Marital Status Married

Language Arabic : Native

English: Excellent