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|  | **Maimuna**  ●UAE ●Dubai  ●   * **(Email):** [maimuna.13673@2freemail.com](mailto:maimuna.13673@2freemail.com) |  |  |
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| **A highly dynamic and focused senior HR professional with a reputation of 7+ years of embedding high performance culture by implementing progressive HR practices that comply with labor laws; presenting extensive experience across various verticals of HR management for developing approaches that motivates teams individually and financially to exceed organizations strategic business objectives. Added with extensive knowledge and understanding of all Government Systems/ Procedures ranging from business incorporation till renewals of licenses, Visa processing across UAE.** | | |  |

## EXECUTIVE MANAGEMENT PROFILE – Human Resource Manager, HR & Government Relations Manager, PR Manager



**EXECUTIVE SYNOPSIS**

* Expert in presenting the right blend of leadership, HR industry fundamentals and strong management expertise for developing organization wide policies, structures and processes with respect to HR.
* Skilled at cultivating an employee oriented environment that emphasizes empowerment, quality, productivity, goal attainment and on-going development of a superior workforce.
* Adept and current with developments in Labor laws leveraged in systematizing various HR verticals like recruitment, performance management, training, employee management and retention.
* Highly conversant with all procedures, systems and documentation required by UAE Government and Legal authorities for smooth start-up and functioning of business.
* Strong working knowledge of applicable laws/ rules and protocols applied in seamlessly acquiring/ renewing

various visa’s, Labor, Immigration, DED and Chamber of Commerce certificates.

* Proficient with all Government related works and expert at administering online portals such as ednrd portal, vision e-form, dha portal, emirates id portal, ded portal (among others).

# CORE SKILLS

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| * Human Resource Management | * Administration | * Employee Management |
| * Customer Service | * HR Operations | * UAE Labor Laws |
| * Work Permits/ Visas | * Government Relations | * Employee/ Labor Issues |
| * Conflict Resolution | * Analytical Thinking | * Communication & Presentation |
| * Leadership | * Multi-tasking | * Client Relationship Management |

**PROFESSIONAL EXPERIENCE**

## Capital International Group August 2010 – Present

**HR & PR Manager**

**Notable Achievements:**

* Merited “Best Employee and Change maker for the year 2011-2012” for demonstrating highest standards of

business acumen, HR expertise and professional objectivity.

* Contributed significantly in developing ERP system thereby advancing automation, accuracy and integrity of critical HR operations.
* Played a critical role in streamlining Government Relations support function for clients by facilitating approvals/ renewals and documentation for processes critical for seamless business operations as under:

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| * Residence Permits | * Visas (employment, investor, tourist) | * Labor/ Immigration Issues |
| * Commercial Registrations | * Trade Licenses | * L.L.C. License |
| * Chamber of Commerce | * Foreign Affairs | * Ministry of Justice/ Notary |

## Key Responsibilities:

HR/ Government Relations:

* Spearheading a team of skilled professionals for providing clients high quality PRO services - assigning duties, evaluating progress and addressing issues to seamlessly accomplish goals within prescribed deadlines
* Facilitating seamless execution of business incorporation services to clients by ensuring all requirements pertaining to documentation, people and processes are in place and as per prescribed Government codes.
* Cultivating professional relations with key officials at Government organizations; promptly providing all documents/ information on time to acquire requisite permissions/ licenses in a hassle free manner.
* Serving as an escalation point for employee lawsuits that are critical and long standing with Ministry of Labor; devising solutions in line with best HR practices without compromising on organizational policies.
* Aiding clients to establish a legally compliant business; administering all Government prescribed automated software/ applications while maintaining extreme confidentiality and integrity of operations at all times.
* Keeping abreast with latest changes/ advancements in Government policies/ laws and interpreting their application/ impact to business processes to drive Government support services/ operations to a new level of operational excellence, efficiency and effectiveness.

HR Management:

* Providing strategic oversight and direction to organization’s HR policies and practices; presenting innovative

ideas/ initiatives to build and nurture a mutually professional and positive relationship among employees.

* Delineating business goals to conceptualize strategies including programs/ initiatives that increase employee engagement, morale as well as facilitate ongoing, long-term improvement of skills and performance.
* Leading the constant drive and focus to improve efficiency of HR operations such as manpower planning, recruitment, salaries/ wages processing, performance management and employee relations among others.
* Advising modification to compensation and benefit plans to align with ever changing factors like job market, business trends, employee expectations, industry standards and organization’s manpower budgets.
* Moderating HRMS systems by regularly updating details of designation, transfers, promotions, retirement as well as overtime, absenteeism and termination to ensure high quality processing of payroll.
* Key person for handling matters pertaining to staff leaves, vacation tickets/ attendance; remediating issues by applying functional expertise thereby enhancing quality of organizations HR environment.

Administration:

* Managing and administering databases, developing and maintaining files/ folders, e-files and business records in line with standard operating procedures with accuracy and extreme confidentiality.
* Directing and coordinating all office/ business operations –travel arrangements, participating in meetings, preparing agenda/ minutes and circulating all memos/ notices among the staff as directed by management.
* Serving as an escalation point for employee lawsuits that are critical and long standing with labor office; devising solutions in line with best HR practices, labor laws without compromising on organizational policies.
* Demonstrating effective client relationship management by providing deliverables that best meet their requirements; endeavoring to add value to job accomplishments in lieu exceeding customer expectations.

## TATA AIG Life Insurance Ltd., India July 2009 – June 2010 HR Executive

**Key Responsibilities:**

* Provided comprehensive service to business across various HR verticals; oversaw employee satisfaction and productivity as well as ensured that the workplace is always running efficiently.
* Oversaw entire recruitment cycle, used a variety of selection tools/ techniques while sourcing resumes, short- listing and interviewing candidates to ensure recruiting quality talent.
* Provided on-boarding support/ training to team members to develop sales, leadership, service management and soft skills; developed evaluation techniques to ascertain attainment of desired improvisations.
* Maneuvered existing business forward for insurance products/ services – researched markets, built database of prospects, contacted these customers by calling/meeting them, thus win new business.
* Effectively interacted with customers of diverse backgrounds/temperaments, analyzed requirements and prescribed appropriate products/ services via meetings/ presentations in lieu of assigned business targets.
* Analyzed KPI’s for critical business processes, generated reports that compiles key business information including trends and statistical data for strategic analysis and interpretation by senior management.
* Handled wide spectrum of administrative/ support functions, contributed significantly in team meetings, applied functional expertise to enhance effectiveness of business processes.

# EDUCATION

* **MBA (Major – HRM)** Visvesvaraya Technological University, Karnataka – India (2009)
* **B.Sc. (Physics, Mathematics & Computer Science)** from Karnataka University, Dharwad – India (2007)

# PERSONAL DETAILS

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| * Nationality : Indian | * Date of Birth : 30 August 1987 | * Marital Status : Single |
| * Languages Known : Fluent in English, Hindi & Urdu | |  |