**CAREER SUMMARY**

**PUBLIC RELATIONS & HUMAN RESOURCES**

**ANC CONTRACTING, LLC (holding)grpoup of companies**

United Arab Emirates

September 2006 - Present

DUTIES AND RESPONSIBILITIES

|  |  |
| --- | --- |
| |  | | --- | | ***Job Description*** | |
| |  |  |  | | --- | --- | --- | | |  |  | | --- | --- | | ** | ***Job Duties:***   * ***Maintains the work structure by updating job requirements and job descriptions for all positions.*** * ***Maintains organization staff by establishing a recruiting, testing, and interviewing program; counseling managers on candidate selection; conducting and analyzing exit interviews; recommending changes.*** * ***Prepares employees for assignments by establishing and conducting orientation and training programs.*** * ***Maintains a pay plan by conducting periodic pay surveys; scheduling and conducting job evaluations; preparing pay budgets; monitoring and scheduling individual pay actions; recommending, planning, and implementing pay structure revisions.*** * ***Ensures planning, monitoring, and appraisal of employee work results by training managers to coach and discipline employees; scheduling management conferences with employees; hearing and resolving employee grievances; counseling employees and supervisors.*** * ***Maintains employee benefits programs and informs employees of benefits by studying and assessing benefit needs and trends; recommending benefit programs to management; directing the processing of benefit claims; obtaining and evaluating benefit contract bids; awarding benefit contracts; designing and conducting educational programs on benefit programs.*** * ***Ensures legal compliance by monitoring and implementing applicable human resource federal and state requirements; conducting investigations; maintaining records; representing the organization at hearings.*** * ***Maintains management guidelines by preparing, updating, and recommending human resource policies and procedures.*** * ***Maintains historical human resource records by designing a filing and retrieval system; keeping past and current records.*** * ***Maintains professional and technical knowledge by attending educational workshops; reviewing professional publications; establishing personal networks; participating in professional societies.*** * ***Completes human resource operational requirements by scheduling and assigning employees; following up on work results.*** * ***Maintains human resource staff by recruiting, selecting, orienting, and training employees.*** * ***Maintains human resource staff job results by counseling and disciplining employees; planning, monitoring, and appraising job results.*** * ***\* Preparing, processing and submitting documents related to entry  and employment visas, family visas, trade licenses and other legal  documents to government departments.  \* Providing advice to Managers and staff on current changes and  rulings relating to the Ministry of Labor and Ministry of  Immigration policies and procedures.  \* Accompanying employees to relevant ministry departments, traffic  department, or medical testing facilities.  \* Working knowledge of UAE government legislation and polices as  well as processes and procedures relating to government required  documentation.  \* Well-developed interpersonal communication skills including the  ability to perform effectively in a team environment with a strong  client focus.  \* Ability to use a range of computerized government system Contributes to team effort by accomplishing related results as needed.***   ***Skills/Qualifications: Hiring, Human Resources Management, Benefits Administration, Performance Management, Communication Processes, Compensation and Wage Structure, Supports Diversity, Classifying Employees, Employment Law,*** | | |

.

**Sales Executive**

**ROTANA TRADING COMPANY**

United Arab Emirates

August 2002 – August 2005

DUTIES AND RESPONSIBILITIES

* **Dealing with the target clients and arranging appointments for meeting.**
* **Responsible for all the invoices distributions and collections.**
* **Proposing quotations with the corporate and individual clients**

**– Front Office**

**Aladdin beach resort, hurgada**

February 2001 – February 2002

DUTIES AND RESPONSIBILITIES

* **In charge of the hotel reservations & check in check out procedure through HMS SYSTEM.**
* **Handling guest inquires and complaints.**
* **Providing guest information about the hotel facilities, amenities and others.**
* **Updating the monthly statistical report as per require from Dubai municipality**.
* **Dealing with the walk in guest.**
* **Switch board operator, receiving incoming calls and transfer it to the distinct area.**
* **Safe keeping of lost and found items and properly turn over if the guest claim it.**
* **Receiving and registering guests as they arrive.**
* **Receive the payment for accommodation.**
* **Allocation of rooms.**
* **Compilation of guest bills.**
* **Handling guest requests like providing extra beddings or offering a certain kind of food.**
* **Safekeeping of client valuables.**

**KEY COMPETENCES**

* **proficient in computers MS Word, Excel and Net Search**
* **reliable and dependable**
* **ability to communicate and relate**
* **attention to detail and accuracy**
* **initiative and organize**
* **polite and highly trainable**

**EDUCATIONAL BACKGROUND**

**BACHELOR OF SCIENCE IN TOURISM and Hotels**

**PERSONAL INFORMATION**

**Marital Status : single**

**Nationality : Egyptian**

**Date of Birth : 27/03/1973**

**Place of Birth : Cairo**

**Language Spoken : English & Arabic**

**Citizenship : Egyptian**



**Gulfjobseeker.com CV No:** **1466514**