**CAREER SUMMARY**

**PUBLIC RELATIONS & HUMAN RESOURCES**

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

United Arab Emirates

September 2006 - Present

DUTIES AND RESPONSIBILITIES

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| ***Job Description*** |

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| **  | ***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 entryand employment visas, family visas, trade licenses and other legaldocuments to government departments.\* Providing advice to Managers and staff on current changes andrulings relating to the Ministry of Labor and Ministry ofImmigration policies and procedures.\* Accompanying employees to relevant ministry departments, trafficdepartment, or medical testing facilities.\* Working knowledge of UAE government legislation and polices aswell as processes and procedures relating to government requireddocumentation.\* Well-developed interpersonal communication skills including theability to perform effectively in a team environment with a strongclient focus.\* Ability to use a range of computerized government systemContributes 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,***  |

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**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**