Mona

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Human Resources, Administration

AREAS OF EXPERTISE

* Recruitment
* Policies & Procedures
* Employee relations
* Pay administration
* Performance management
* Employment legislation
* Training &Development
* Appraisals
* Absence/leaves management
* Travel Arrangements
* Office Management

**Profile**

Enthusiastic, results oriented HR professional with extensive experience in planning and directing all areas of Human Resources includes - but is not limited to: Benefits, Compensation, Employment Law, Employee Relations, On-Boarding, Payroll, Performance Management, Policy & Procedures, Technical And Non-Technical Recruitment, and Training & Development.  Strategic HR partner executing HR best practices to align the objectives of the organization while maximizing employee potential by fostering a positive work environment that promotes  employee morale and developing interpersonal relationships within all levels of the organization utilizing attentiveness, trust, and respect.

# Key Responsibilities handled

**Human Resources**

* Recruitment, selection and hiring process and plan.
* Policies and procedures creation and maintaining
* Employee`s relations and complains
* Payrolls.
* New employee’s orientation, Induction plans
* Training and Development.
* Exit interviews and clearance.
* Attendance, leaves and vacations management.

**Administrative:**

* Filing, correspondence and archiving
* Office Management.
* Business letters and reports.
* Meeting Minutes
* Petty Cash and Financial control.
* Travel arrangement
* Performance Management, Work by objectives and KPIs

## August 2015- December 2015 HR/ Administration Officer

## January 2015- Present Sr. Human Resources MadfooatCom

## Amman/ Jordan

* Policy Manual customized to work environment.
* Performance management system full implementation
* Workflow process that increased policies implementations by 30%.
* Manage attendance/ Leaves on HR system (MENAITECH).
* Personnel filing and managing.
* Work by firm HR KPIs that insured full objective achieving.
* Manpower plan that decreased recruitment duration to 1 month.
* Payrolls, Tax and Social security
* Training need assessment, succession planning and career path development that decreased turnover ratio by 20%
* Quarterly semi-annual and annual employee appraisal

## May - August 2015 Senior HR/ Administration Officer Esense Arabia

## (3 months)

## Amman/ Jordan

* Recruitment planning and managing that increased a team from 4 to 14.
* Manage employee traveling arrangement and Visa issuance from a-z
* Manage company payroll administration. Compile monthly management reports on all key output areas of the position. Perform related duties as assigned by the Head of Finance
* Assist business development department in managing projects and coordinating meetings which decreased clients lost due to miss-follow-ups

## January 2013- May 2015 HR Officer retailGreen.Inc

## (2 years 5 months)

## Amman/ Jordan

* Established a HR department for both Amman and Dubai Team
* Serve as a link between management and employees by handling questions, interpreting and administering contracts and helping resolve work-related problems.
* Weekly attendance reports that decreased tardiness by 60%.
* Apply UAE labor law to Dubai team.
* Increased employees satisfaction by 20%
* Plan and conduct new employee orientation to foster positive attitude toward organizational objectives.
* High structured recruitment plan that increased a team from 3 to 20, nationally and abroad with 90% retention.
* Create activity diagrams and SOP for ease of work
* Archive project document with 100% update and follow-up
* Prof Reading for some documents.
* Minutes of meetings
* Decreasing petty cash expenses due to better monetary management.
* Social Media marketing- managing Facebook page and increased likes to 10K

## April 2012- September 2012 Receptionist Estarata

## (6 months)

## Amman/ Jordan

* Transfer Calls
* Schedule Appointments
* Welcome guest and direct them
* Handel clients issues and queries
* Hotel reservations
* Attendance sheet entry & report

## July 2010- April, 2012 Training/Operations Coordinator Intrinsic Training

## (1 year 9 months)

## Amman/ Jordan

* Printing and binding course materials properly
* Training room logistics/ Stationary handling
* Project support officer
* General Support for different consultancy projects
* Office financials and belling
* Office supplies
* Maintain third party relationships
* Maintain client relationships
* Ensures smooth running of operations
* Maintain financial excel sheet
* Ensures procurement within budget
* Invoicing and payment follow up
* Creating workshops

# EDUCATION

2006/2010- University of Jordan- Bachelor’s Degree in Finance GPA: 3.72 on scale of 4.00

2005/2006 -[Arab Model Schools](http://www.latin-schools.org/index.php) - High School Scientific Stream 92.2%

# Certifications

* October, 2010: Jordanian Social Security and Tax Law, Jordan
* June, 2014 certified Human Resource Manager (HRM), UAE
* Aril, 2013 Mini MBA, Jordan
* February, 2012 EBC\*L (European Business Competency License), Jordan

Time Management Course, Photoshop, illustrator , Adobe Acrobat, Financial Analyst, IELTS (6.5)

# Technical Skills

* MS Office (Word, Excel, PowerPoint, Access, Outlook
* Photoshop designing
* Tasks Management Software: Bootcamp, Kayako, Trello
* CRM: Highrise
* HR Software: MENAITECH