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| **PERSONAL PROFILE** |

An HR professional with over 9 years UAE hands on experience in ***Human Resource;***  Result-oriented decisive leader to maintain high quality standards to meet challenges of this fast paced, high turnover industry; Persuasive communicator with exceptional relationship management skills with the ability to relate to people at any level of business and management; Multitasking ability to sketch the plan, prioritize the work and manage the complex projects under aggressive timelines; Adroit at analyzing the organization requirements; Tendency to thrive in dynamic and fluid environments while remaining pragmatic and focused; Highly ethical, trustworthy and discreet.

**Core Competencies:**

Human Resource Planning Recruitment Leadership Skills Negotiation Skills

Training & Development Team Management Employee Engagement Payroll

Leave & Attendance Management Staff Benefits Management Induction & Orientation

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| **CAREER OVERVIEW** |

**Reem Al Bawadi Group – Hospitality Division January 2015 – March 2016**

*(Now acquired by MARKA in May 2015)*

***September 2015 Acting HR Manager*** *- additional main responsibilities which includes handling Taste of Italy, Harpers Bazaare, Champion Leagues, Ginza & Vicollo to give full support to Group HR Manager*

* Leading and directing the human resource team to deliver a comprehensive HR service to the business
* Proactively create, enhance and support the delivery of HR processes.
* Oversee & ensure implementation of HR procedures and policies as defined and approved by the management
* In charge of salary team reviews in collaboration with the management, ensuring consistency with company policies across territories & subsidiaries, and management
* Analyzes wage and salary reports and data to determine competitive compensation plan
* Manage at level annual evaluation process and ensure that all employees & managers receive a formal appraisal.
* Providing guidance on development for managers and their teams
* In charge of OMR (Organization and Management Review) process.
* Recruitment and retention: managing talent and succession planning; taking overall responsibility for recruitment activity
* Plans and conducts new employee orientation to foster positive attitude toward Company goals.
* Conducting and analyzing exit interviews; recommending change
* Updates job knowledge by participating in educational opportunities; reading professional publications; maintaining personal networks; participating in professional organizations.
* Ensure job description for every position is up to date & accurate.
* Implementing the training and development agenda; identify areas that need attention and improvement
* Reward advice and supporting employees on company benefits
* Represents organization at personnel-related hearings and investigations.
* Advises management in appropriate resolution of employee relations issues.
* Responds to inquiries regarding policies, procedures, and programs.
* In charge of developing group internal mobility with the collaboration of department head
* Prepare Manpower Budget; payroll budget & Turnover percentage for Hospitality Division

**Assistant Manager – Human Resource (Reem Al Bawadi) – January 2, 2015 – August 31, 2015 reporting** *to HR Manager*

* Screen and interview the applicants
* Coordinates the whole recruitment process from sourcing to offer letter in collaboration with the On boarding Team
* Implements new & innovative sourcing strategy
* Identify a pool of external talents at all levels and in all functions of PCDO organization & local agents.
* Assist the HR Manager to collaborate with Department Managers the job descriptions for each new position.
* In- charge of the induction of all managers & office staff.
* Ensure that new employees are “brought up to speed” rapidly & efficiently.
* Develop training & development programs that respond to individual needs as well as business needs (trainings, Executive development trainings proposed by Management).
* Performance management system implementation and management
* Follow up implementation with HR Manager & department managers.
* Assess training efficiency through employee & manager feedback.
* Employee records management
* Compensation administration in conjunction with the Finance Department
* Scheduling management conferences with employees for investigation and resolving employee grievances; counseling employees and supervisors.
* Maintains human resource staff job results by counseling and disciplining employees; planning, monitoring, and appraising job results.
* Providing HR Support to department managers across the business
* In-charge for Exit Interview with closely coordination with Off boarding Team, Payroll & PRO
* Preparation of End of Service, HR weekly & monthly report

**Account Manager /**

**Business Development (Healthcare /Hospitality/Education Vertical)** *reporting to Vice President / Country Manager*

**StyraCorp Management Services - Dubai February 2012 – December 2014**

* Work and communicate closely with the HR head directly in India office- regarding the number, type and qualifications of staff required
* Act as a business partner with Vice President/Country Manager to deliver effective and efficient recruitment and sourcing strategies.
* Manage end to end recruitment process with 5 Team members
* Manage the complete recruitment cycle which includes the following: creating job descriptions and postings, screening resumes, facilitating review of candidates, conducting pre-screens and interviews with prospective candidates before sending them to final interview with our client.
* Responsible for finding and sourcing key talent within the industry
* Research new market opportunities for attracting new candidates, both local and abroad
* Play an integral role in helping this organization to achieve their people plan and help them to develop the level of talent within
* Mapping out potential customers & competitors
* Establish a strong rapport with hiring managers at headquarters and in international field offices to understand their strategic staffing needs and fill vacancies in a timely manner. Ensure clear mutual understanding of staffing priorities and practical constraints. Guide the hiring managers through the recruitment process where needed.
* Determine unmet needs and market structure (channels)
* Contact and conduct follow-ups with clients
* Coordinate with our internal teams to facilitate marketing functions (i.e. brochures, trade shows, etc.\_
* Researching and purchasing of target advertising in all media for niche markets
* Correspondence to prospects and clients and prospects for new business
* Pursue conversations potential customers, help them understand about the services we offer and have benefit oriented conversations
* Build prospect database and meet or exceed individual sales target.
* Represent Pact with professionalism, enthusiasm and energy to sell the organization to prospective candidates.
* Setting up and coordinating meetings and conferences as and when necessary.
* Attend career fairs and conferences to promote Pact and deepen the pool of potential candidates. Provide information on company operations and employment opportunities to potential applicants.
* Develop and maintain an international network of recruiters, contacts and candidates via proactive use of social media (Facebook, LinkedIn, etc.
* Prepare weekly and monthly report such as KPI’s, Submittals; Mandates Summary vs. requirements vs. Offer; Client feedback/update; Billing report and etc.

**Assistant HR Manager / Recruitment Specialist** *reporting to HR Manager*

**Eastern Skyjets FZ Co. / Aerotech Aviation - Dubai May 2011 – January 2012**

**Human Resource**

* Support the HR Manager in implementing HR processes
* Involved in planning, organization & management of departmental operations, assisting the senior leadership team in implementation of human resource programs
* Developed, implemented & evaluated human resources goals, policies and procedures
* Focus on administration of compensation, benefits & performance management systems, safety and recreation programs
* Worked on major project assignments; rendered consultancy to department heads/ other officials on human resources policies, rules and procedures
* Carries out the day-to-day HR operations to ensure work continuity and to meet internal employees requirements and all other employee relations functions
* Generated & updated various status on human resources issues
* Proactively handles all employee related grievances and formulate a grievance handling mechanism
* Assist in the preparation of correspondence, reports, schedules, confidential materials, and other HR related documentations
* Prepared & ensured compliance to department's budget and other fiscal matters
* Maintained updated documentation & generated various status reports
* Updated existing & prospective employees with information on policies, job duties, working conditions, wages, opportunities for promotion and employee benefits
* Preparing and Monitoring the maintenance of payroll in accordance with company policy
* Preparation of End of Service benefits in case of Employee Resignation or Termination

**Recruitment**

* Work with HR Manager to develop job descriptions and announcements, post advertisements in a variety of newspapers, list-serves, trade publications, networks, etc. including internationally focused sources. Recommend creative and alternative advertising venues and strategies.
* Review online applications, evaluate qualifications of both internal and external candidates, conduct prescreen interviews to analyze candidate experience and fit, coordinate pre-employment tests as needed, and develop a short list of potential candidates.
* Present fully-screened qualified candidates to HR Manager and Department Head require /request for manpower in a timely manner and coordinate interviews. Arrange travel and lodging (international and domestic) for applicants, as needed.
* Manage candidate interview results and selection decision with hiring manager. Provide candidates feedback on interview results as appropriate.
* Complete reference check and background checks on selected candidates, as requested.
* Participate in the offer process including negotiating offers with candidates.
* Prepare offer letter/employment agreement for signature.
* Liaise the new hires to onboarding team / PRO for visa process...
* Recommend system improvements to current recruitment processes to ensure streamline, cost effective, high quality services are provided to the management
* Track applicant flow, maintain pipeline of qualified candidates for future consideration, help collect and analyze recruitment data.
* Build and maintain database of qualified professionals to rapidly respond to talent management needs.
* Conduct informational interviews with potential candidates. Solicit and prioritize internal referrals.

**Office Manager** *reporting to General Manager*

**Almoe AV Productions (part of ALMOE Group LLC) - Dubai September 2007 – April 2011**

* Focal point contact of the Head Office for Employee’s concerns – new and existing (Dubai, Abu Dhabi and DOHA offices)
* Recruitment & Hiring with General Manager
* Conduct Orientation, Induction and plan the training for new employees well-coordinated with General Manager and General - HR Manager from Head Office
* Manage and lead the HR & Admin in AV Productions Division and ensure that all assigned functions to each team member are properly performed, executed and delivered within time frame.
* Serve as a primary point of direct administrative contact and liaison with different departments, individuals, and external institutions and agencies on a range of specified issues.
* Full management responsibilities for all human resources and ensure that activities and information from Head office are informed to all employees.
* Provide support and guidance to Department Managers regarding personnel policies and procedures.
* Cooperate with each department in conducting assessment and evaluation on a continuous basis regarding the performance of the staff and aids in the process of promotion then submit the overall report to General Manager.
* In-charge/Overseas the Office Operation especially when the General Manager is not available, on holiday or business trip. Oversees and manages provision of efficient office services to the Company (e.g. security, office operations and etc.)
* Manage administration functions, such as:
	+ Renewals of Trade licenses, Insurance registration, renewals, cancellations, claims, etc. Refurbishment, maintenance of office premises, contacting contractors and short-listing quotes, Office supplies and consumables.
	+ Liasing with HR Main office with Employment Offers for new employees, health card and other benefits entitled by employee. Liasing with PRO for visa/labour card processing for the new staff, renewals and cancellations. Ensure timely application of visa, work/residence permit of employee
* Managing personnel functions of salary administration leave entitlements to all employees. (Dubai, Abu Dhabi and DOHA offices)
* Investigate and Understand cause of staff absences with close coordination with Department Head before making a report and recommendation for necessary disciplinary action to General Manager.
* Maintain close coordination to each department head on the daily functions of the staff for the update of staff performance.
* Maintain an effective medium of communication and close collaboration among the staff to the General Manager and Top Management.
* Achieves financial objectives by preparing an annual budget; scheduling expenditures; analyzing variances; initiating corrective actions.

**Human Resource and Admin Supervisor** *reporting to HR Director*

**M- Philippines January 2002 - July 2007**

* Recruitment, placement and employee orientation
* Performance management and progress monitoring
* Compensation and benefit administration
* Plan, recognize and facilitate activities and seminars for the employee
* Maintain employee files and HR filing system
* Assist with the day-to- day efficient operation in the HR office
* Coordinate with the different department to carry out development of the company’s operation

**Branch Manager /Store Manager** *reporting to Area Manager*

**Trans Cycle Mart - Philippines January 1998 – November 2001**

* Manage the operation of the branch for sales, collection, and staff to ensure the smooth operation.
* Responsible for recruitment and conduct interview, review application/resume; evaluate applicant skills and make recommendations regarding applicant's qualifications.
* Design and implement Office policies & procedures and ensure these are being adhered to.
* Analyze and monitor internal processed and prepare operation reports and schedule to ensure efficiency
* Assign and monitoring clerical, administrative, secretarial, sales & collection responsibilities and tasks among staff and keep coordinating with their activities to ensure maximum efficiency
* Design, develop and implement marketing and sales campaigns.
* Establish and improve client communications; maintained ongoing relationships by conducting weekly meeting with registered Salesman to have an update of sales performance and reinforce store standards and procedures for more improvement
* Address customer inquiries; interpreted and delivered information; proposed suggestions; provided guidance; identified, investigated and negotiated conflicts.
* Developing annual operating budgets for sales and expenses line to suggest and get an approval from the Top Management
* Responsible for the performance evaluations of all staff and key salesman with Area Manager
* Ensure competitor’s price, advertisement and strategies are strongly monitored.
* Review and approve office and other supply acquisition
* Research and analyze marketing materials by coordinating with the marketing, sales, technical and administrative departments.
* Prepare monthly report such as Sales, Collection, Salesman & Staff performance and Overall Branch Monthly Statistics to be reported to Area Manager.

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| **SELECTED ACCOMPLISHMENTS** |

***Reem Al Bawadi Restaurant & Café LLC, Dubai – 2015-present***

* Put HR department into system within 3 months
* Designed 201 Employee folder and filing system ( both hard copy & soft copy) as per ISO standard
* Increased the employee satisfaction
* Reduced Employee Turnover & Grievances
* Designed/Revised Company Induction for new joiner
* Generated and approved Employee Personal Files
* Generated new HR forms and approved by the CEO
* Presented and approved the HR Methodology & HR Orientation
* Presented and approved some HR Policies – Dress Code; Code of Conduct; Leave Attendance Management; Promotion & Performance Appraisal
* Presented and approved some Training Materials such as Training Management, Customer Service Behavior, Business Phone Etiquette ,Call Center Service Training Program, Nomination of Employee of the month
* Acting HR Manager from September 2015

***Styracorp Management Services, Dubai – 2012 - 2014***

* Position a Recruitment system in placed
* In about 4 months I was able to close a positions with our client for the Company
* Marked a strong and cordial relationship between our clients.
* Formulate Marketing Strategy for Recruitment
* Was recognized by the VP for generating 200% offer in a quarter
* Managed the accounts for well-known Medical and Hospitality clients in Middle East.
* Top Performer in the financial year 2013 - 2014 by achieving 95% of the given annual target.
* Generated New Business Proposal t presentation
* Generated HR and Company Induction & forms for the newly join

***Eastern Skyjets FZ CO, Dubai – 2011-2012***

* Position a Recruitment system in place
* Devised an HR Dashboard Report and HR forms
* Attrition per batch hired (quality of hires) reduced from 55% to 25%
* New interview sheet introduced incorporating competencies required for the role
* Launched pre-hire orientation program spanning the nature of the Job and setting up Job expectation.
* Employee engagement initiatives showing 5% increase in the Employee satisfaction survey.
* Significant decrease in Absence without Official Leave (AWOL) percentage during training/ on the job Training & Operation Life Cycle.
* Received the Most Outstanding Performance Award for handling Recruitment Department in February 2012 & March 2012

***Almoe AV Productions, Dubai – 2007 – 2011***

* Deployed a new campaign with an entirely different structure, job design and benefits policy for freelancer in the company
* Promoted in 1 year of service from Front Office Executive to Office In-Charge position then to Office Manager position
* Was awarded an Employee of the Month – June 2009 & July 2009;

***MDTech, Philippines – 2002-2007***

* Was awarded for “Most Efficient Employee Year 2003”

***Trans Cycle Mart, Philippines – 1998- 2001***

* Was Awarded Most Outstanding Employee for the Year 1999 & 2000
* Promoted as Branch Manager in 2 years of service.
* During my term as Branch Manager the branch I handled received the following awards:
	+ Most Outstanding Branch for the Year 2000
	+ Best in Sales for the Year 2000
	+ Best in Collection for the Year 2000

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| EDUCATION & CREDENTIALS |

**B.S. in Computer Science – 1997 B.S.in Psychology – 1993**

University of Batangas, Philippines Immaculate Concepcion College, Philippines

**Deans’ Lister (undergrad)**

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| SEMINARS/TRAININGS |

**HR Professional (HRBP) Operation Training Program Customer Service& Behavioral Training Program**

September 2013 July 2012 – September 2012 August 2011

Morgan International, Dubai HABC – Don Caster, UK Eastern Skyjets, Dubai

**Human Resource and Recruitment Process Training Program**

October 2011

Aerotech Aviation –UAE

**Internal Training Workshop for Human Resources Operations**

**July 2015 & August 2015**

**Reem Bawadi**

Certified Human Resource Professional Young Manager’s Program

Quality of Hire Coaching Clinic Know your people better

Change Management and AWOL Reduction Time Management

**First Name of Application CV No:** **1669164**

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