**Baraa**

**Career Objective:**

-A highly motivated and results oriented person, seeking a long–term and Challenging job in an international organization that offers Promotion Opportunities and professional growth

-To utilize my skills and experience on a challenging position in HR, Customer service, Business, Developing or Marketing fields and public relations

**Educational Background:**

* **High school diploma from secondary ahmed orwa in Algeria**
* **Faculty :** arts and humanities
* **Grade :** good
* **GRADUATED FROM (Algiers UNIVERSITY in Algeria )**

 **Faculty :** bachelor economics, major in finance and banking.

* **Department :** sciences of economics.
* **Graduation Date :**July 2009
* **Grade : G**ood

**PROFESSIONAL EXPERIENCES**

* ***From September 2007 TILL mars 2010 Algeria.***

 ***BITA information technology and computer (technical engineer)***

* Marketingof electronic products.
* Repairing PCs and software all version.
* Installation of communication systems.
* Receptionist and Telephone operator
* Aware of competitors and areas of competitions.

* ***From December 2010, TILL February 2012 in UAE emirates identity authority. Dubai UAE project at Emaratech technology solutions postion: (senior Customer service Executive and IT solutions)***

***Emaratech*** is part of the investment profile of the Investment Corporation of Dubai, it is the

Leading technology and consulting company in the Arab World. Emaratech has been

engineering web based applications for automating the online processing and approval

process for various aspects of government operations including issuance of visas,

residencies, national IDs, medical fitness and different services the UAE

***“emirates identity authority. Dubai UAE”***

-Dealing with all departments in the organization to have good understanding of products, processes and procedures to provide the team and the customers with all queries

-Handling escalation calls, queries, emergency cases and complaints as necessary

-Handling online chat as one of the greatest projects and most useful programmes to provide 100% customers’ satisfaction

-Reviewing customers’ complaints and cases submitted by the agents through the CRM

-Handling the online system, and checking the applications status

- Team coordinator, arrange and organize the team reports about Calls Evaluations, Service quality, availability, sick leaves, and all the team issues.

- Acting team leader’s activities coaching and monitoring the team and give them the assistance needed, (prepare and organize the weekly and monthly schedule for the team, prepare the daily and weekly reports about the team (absence, presence, sick leaves etc.)

 - provide the team with training about the new issues and products

-Cooperates with the different departments to solve customers’ issues

-Following up with the customers and deal with the SR (service requests) updates

-Handling the E-services (Help Desk) & online services issues

-handling the email and cases from all branches of the emirates identity authority in all emirates under the solutions team.

-handling all application from E-form system and modify all application need modifications.

-Reviewing the performance of staff, identifying training needs and planning training session.

-Coaching, motivating and retaining staff

-Conducting and presenting reports to management

-Implementing and coordinating bonus, reward and incentive schemes

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* ***February 2012 TILL 26th December 2013***

***“ ministry of the interior, general directors of residency and foreigners affairs -dubai”***

 ***Postion: Application support executive***

-Dealing with all departments in the organization to have good understanding of products, processes and procedures to provide the team and the customers with all queries

-Handling escalation calls, queries, emergency cases and complaints as necessary one of the greatest projects and most useful programmers to provide 100% customers’ satisfaction.

-Reviewing customers’ complaints and cases submitted by the agents through the CRM

-Handling the online system, and checking the applications status

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-Following up with the customers and deal with the SR (service requests) updates

-Handling the E-services (Help Desk) & online services issues.

-Receptionist and Telephone operator.

-Aware of competitors and areas of competitions.

* ***From 26th December 2013 till now Oil and Energy professional at Halliburton.***

***HR Employee Specialist***

* Effectively handling the day-to- day HR & administrative matters with line manager.
* Provides ongoing and back-up support for assigned human resources functions.
* Training the concerned staff to handle the respective section effectively.
* Provide customer support escalation, coordination of workflow, and quality improvement direction to human resources service center staff in completion of their day-to-day activities.
* Provide first level escalation support to customer service representatives.
* Determines answer for quick resolution or escalates to HRSC supervisor.
* Assists HRSC supervisor in QA on various service center processes and procedures.
* Evaluates unusual events or trends, patterns, and/or consistent problem areas and work with HR service center.
* Supervisor to resolve or escalate inquiries.
* Follow up on outstanding issues to ensure resolution, keep the customer informed on the statues, and close out the case when complete.
* Works with vendors and internal customers to ensure compliance with current government regulations.
* Provides accurate and prompt response to I wide range of human resources customer inquiries.
* Utilizes knowledge base, procedures, policy manuals, HR databases and other resources to resolve inquires via telephone, voicemail, or e-email
* Monitor the work of lower level human resources service center staff.
* Receive, verify and input information into people soft HRIS from employee paperwork, including such actions as new hires, account changes, transfers, pay changes, address changes, leaves of absence, separations, dedications and additional pay.
* Preparing employees letters for Middle East and north Africa and international employee.
* Monitor all onboarding process for the new join employees from the offer letter till start work in the company for Middle East regain and North Africa and international employees.
* Working on initiation of Position Opening Advertisements
* Prepare Local and International Assignees offers and contracts including all necessary assignment documentation.
* Maintain personnel files on active including maintaining, calculating and updating employee service dates and seniority dates; filing employee paperwork; integrating old files into new files for rehires;
* Working closely with Staffing Managers and HR Partners
* Maintain internal systems (e.g., SAP, HR Central, MSS proxy, Hal.jobs, Reports)
* Managing the new joiner process: joining instructions and induction.

**Highlights of Qualifications**

* **Personal skills**:
* Precise in dealing with the details as well as the overall idea.
* Take the initiative, not waiting to be asked to do something.
* "Never Stop Learning" attitude, enjoy to know new skills and gain more experience.
* Extremely flexible and able to work on shift basis.
* Mature with a sense of responsibility and ownership
* Strong communication & interpersonal skills
* Calm and self-confident.
* **Language Skills:**
* Mother language Is Arabic.
* Excellent command of spoken and written English.
* Excellent command of spoken and written French language.
* **Computer Skills:**
* Have ICDL Certificate
* Course in {DOS – Windows 9x Family – XP)}.
* Microsoft Office Family (Word – Excel – Access).
* Have certificate in english language from direct English.

**Interests and Activities**:

* Reading, Ping-pong, Foot-ball and Traveling.

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| **PERSONAL DETAILS** |

**Date of birth : 21 December 1987**

**Nationality : Algerian**

**Marital status : married**

[Click to send CV No & get contact details of candidate](http://www.gulfjobseeker.com/feedback/submit_fb_em.php)

 