**Alaa**

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| **Personal Information** |

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| Date of Birth: 14-Jun-1979  Nationality: Jordanian | Marital Status: Married |
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| **Objectives** |

A focused, result oriented and dynamic in HR and Admin professional with a pleasant personality. Has more than 13 years of experience in the Marketing and Sales and Four years in the HR domain; Excellent in public relation and communication at all levels; adept in organizational skills; confident of handling any job involving HR . Excellent in public relations, and marketing. Skills in managing, supervising and working with groups. Good problem solving skills, Excellent in controlling others anger. Strong interpersonal skills and the ability to work with or lead a team, build relationships, manage conflict and liaise with management, colleagues and clients. Well presented, personable, positive and approachable. Conscientious, committed and confident in own abilities. Sincere and well respected by work colleagues. Prepared to go the extra mile. Able to work under pressure and achieve outcomes. Strong work ethics, employer loyalty and commitment. Adaptability and has the capacity for rapid uptake of new skills. Socially active and enjoys team activities.

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| **Education** |

Jarash University. Jarash-Jordan 2003 *Bachelor of Science Degree in Business Administration*.

Ras Al Khaimah High School, UAE 1997

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| **Work Experience** |

**From 15.Oct.2015 till Present**

**Head of Administration: Modern Tobacco & Universal Tobacco Company.**

**Administration:**

* Oversees and control efficient administration services to the company (including accommodation, transportation, immigration & government, security, office supplies, housekeeping, cleaning… etc.). Negotiates contracts with appropriate service providers and monitors their work to ensure quality service.

**Supervision and Work Allotment:**

* Supervises staff, plans, organizes and prioritizes workloads within area of accommodation, transportation, office services (stationary, cleaning… etc.), security, immigration and government, disciplinary and labor law, in order that resources are used effectively and work is completed within set deadlines.

**Employee Relations:**

* Implementing policies on employee relations to ensure consistency and fairness. Addresses any critical issues involving individuals or collective bargaining groups and recommends appropriate action for resolution.

**Specialist Advice:**

* Provides guidance and support to subordinate staff and acts as a point of expertise and reference within own area or functional specialism.

**Budget:**

* Assists in the preparation of departmental budget through providing basic information and undertaking simple calculations.

**Data Processing Support:**

* Collates, examines, analyses and advises on complex data and information held in the section. Prepares reports and internal documentation to facilitate business processes.

**Reports:**

* Extracts and manipulates data and information from computerized systems and prepares administrative or technical reports for senior colleagues.

**Quality of Work:**

* Reviews, checks and monitors work output to ensure standards are maintained and quality requirements met.

**Procedural Improvement:**

* Reviews processes and procedures and identifies and assesses options for improvement. Implements changes within own area/function, ensuring all policies and procedures are complied with.

**Subordinate Development**

* Trains and develops staff within area/function to build unit capability.

**From 10.Aug.2015 till 01.Oct.205 Senior Human Resources Manager :**

* 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.
* Contributes to team effort by accomplishing related results as needed.

**From 22.Oct.2014 till 21.Apr.2015**

***Administration officer and HR Officer.***

**Responsibilities:**

1. **Administration Management:**
   * Official letters/documents concerning issues with governmental offices, NGOs and other stakeholders.
   * Follow up of all legal issues, in coordination with Capital Administration.
   * Ensure compliance of ACTED’s procedures to legal requirements of the country and ACTED management;
   * Follow Communication cost and Purchase of Mobile Cards in coordination with logistics department (maintain Records)
   * Management of ACTED’s premises lease (renewal of rental contract; etc.)
   * Ensure good organization of ACTED’s guest houses and adequate accommodation n of guests
   * Ensure an adequate provision of office supplies according to the ACTED Logistic Manual (preparation of Order Forms, etc.);
   * Follow up the office supply stock;
   * Maintain and check the Administrative-filling system
   * Filling all Administrative Documents and letters
   * Update Authorized Signatory Table for the Field Office every 6 month or whenever one of the signatories is changed .
2. **Human Resources Management:**

* Inform bases/ staff (national/international) on public holidays in a timely manner.
* Control & check attendance sheet of staff in all bases (North Jordan).
* Inform Area/Country Coordinator and Admin/HR Manager in regards to any observed breach of ACTED regulations that could lead to award or disciplinary actions as per ACTED HR Manual;
* Follow up of staff appraisal forms with relevant department managers;
* Follow up of staff leaves – supervise his/her team to provide necessary forms for staff, if needed;
* Follow up of all issues related to social security and insurance;
* Prepare standard as well as project specific organigrams.
* Ensure all staff (national) have comprehensive ToRs;
* Management of Award and or disciplinary action to staff as per ACTED HR Manual & after approval of Country Director;
* Ensure ACTED HR standard templates application in line with ACTED HR Manual/internal regulations
* Check of Appraisals summary prior to Submission to Coordination for approval.

**Delegation of the European Union to The Hashemite Kingdom of Jordan Oct/2011- Mar/2014**

***Administration and HR Officer***

* In charge of the Human Resources records.
* Liaised with all Heads of Sections at the Delegation for the preparation/updating of job descriptions and specification of posts relative to vacant positions in each section.
* Verified & processing all procedures and costs related to the assumption of duties (per diem, temporary accommodation, prized functions).
* Prepared & verification of (permanent) housing files: checking eligibility of premises & conformity of lease contracts and addenda.
* Verification & processing of requests for payment or reimbursement of rental costs.
* Managed transfer requests and resignations.
* Checked & authorized removal offers and end of service/rotation travel costs.
* Organization and management of internships. .
* Monitored & launched requests to Headquarters for the extension of employment contracts.
* Ensured proper written handover to colleagues, in the case of planned absence.
* Reported to Head of Administration on a regular basis.
* Back-up for the other members of the Admin team.

**Arab Orient Insurance Company; Amman- Jordan Jan/2010 – Dec/2010**

***Account Executive***

* Contacted policy holders to explain terms and conditions of the policies, calculate premiums and customize the insurance programs.
* Processed incoming claims and participate in service where required.
* Reviewed and authorize claims with pre-established limits.
* Assisted team leader in investigation of complex claims and recommendations to the claim committee.
* Handled queries regarding policy, coverage, claim matters and policy sales.
* Maintained and activate contracts by preparing paperwork.
* Prepared variety of status reports including closings, activity, adherence to goals and follow-up.

**Dusit Thani International; Dubai – UAE (Five star Hotel)Thai Chain Nov/2008- Dec/2009**

***Sales Manager***

* Established the new brand in Dubai leisure and business market.
* Handled Oil & Gas corporate segment, GCC (Gulf Cooperation Council), destination Management Companies.
* Handled corporate market from Jebel Ali Free Zone, Dubai Media City and Sheikh Zayed Road for room, serviced apartment and conference requirements.
* Represented the company and its product to the overseas exhibitions, promotions and special themed events.
* Organized the abroad business trips and stays in hotels for GM and for road show for performers.
* Supervised the reservation department.
* Maintained the RFP with clients.
* Explored new consumers, accounts.
* Managed contracts with customers such as corporate and event management companies.

**Al Sahra Desert Resort (Dubai Heritage Vision LLC) Aug/2006 - Oct/2008**

**Dubai Land with 28 different luxuries location**

***Sales and Marketing Manager***

* Devised effective marketing strategy coordinate advertising campaigns for all location.
* Ensured adherence to corporate identity guidelines.
* Advised and authorize all design and copy used on marketing material for all product areas.
* Managed relationships with external marketing agencies ensuring effective use of agency knowledge.
* Established and monitor measures to ensure effectiveness of market communications.
* Prepared Annual marketing media plan.
* Analyzed client’s requirements for future products and making recommendation accordingly.
* Coordinated and liaised with tour operators, hotels and Corporate & Government officials.

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| **Technical Tools and Skills** |

* MS Visio 2013
* MS Office
* Microsoft Project 2010

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| **Professional Training** |

* ABAC Contract Training.
* SAP System.
* Edel-HRM.
* HR Management.
* HR Payroll
* Administration Management
* Sales Training for Essential Selling Skills.
* Sales Training for Dissolving Resistance & Gaining Commitment.
* After sales training courses

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| **Languages** |

* Arabic: Fluent/Native
* English: Fluent

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