**Adel**

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**Senior Level Management Profile**

**Target Sectors: Any**

Senior Human resources & Admin.Support Director with over 28 years of comprehensive HR experience including recruitment and retention, Training and Development & facilitation, Performance Management System, conflict resolution, change management, Business Process reengineering , labor relation and benefit administration, Middle East Employment laws , shaped high-performing culture, proven experience with senior management to conduct HR strategic planning in order to support corporate goals. SOPS for all Administrative Support that include (Administration – Supply Chain – Maintenance – Safety & Security)

**Objectives:**

Looking for a group that offers me a perfect environment for employing my abilities & experiences for the betterment of the business.
- Seeking a responsible senior HR Job with an opportunity for professional challenges.
- To acquire a challenging Group HR Director position where I make use of my extensive experiences to increase the overall effectiveness of company's workforce
- An environment where I can play both HR roles, Strategic HR and Operational as well
- Looking for a group of companies that have clear vision, mission, goals and objectives along with corporate values

**Some of My Management Skills:**

* Business Process Reengineering - Business Planning
* Budgeting - SWOT Analysis
* Time Management - Develop KPIs
* Change Management

**Some of my Personal Attributes:**

* Fast learner and commercial oriented, understand the business HR needs and develop HR Business Plan to support the overall plan
* Achieved well under pressure.
* Humble, honest and straightforward to the point.
* Always feel involved in the business success and growth.
* Know how deal with supervisors and subordinates

***PROFESSIONAL ACHIEVEMENTS & work experiences***

**Period: November, 2014 – To Date Organization: Mediab Haddad Group**

**Title: HR and Admin support services Director**

**Place of work: Amman - Jordan**

Mediab Haddad group consist of more than business line:
Chips& Crips, (Mr. Chips Brand) cleaning materials (Palmolive) Colgate and more, the total number of employees (1100).

They never had HR Director; they were operating under personnel department.

**Achievements to date**
- Conducted situational analysis (Where are we)? Where we want to be? And how will be there?
- Take the results and build a comprehensive HR Business Plan, presented to the BODs and gain approval from the first time.
- Re-structured the Departments and developed professional Organizational charts that reflect the lines of authority and responsibility.
- Have a clear and professional Job titles that reflect the nature of the job.
- Developed a detailed Job Description for each Job, and including the KPIs for each job.
- In coordination with Department's Heads developed and agreed on KPIs for each Job Title.
- Developed a Performance Management System, clear goals and objectives for each Job.
- Based on the results of Performance appraisal, developed Yearly Training Plan. The plan consisted of three types of training: Basic Training, Professional Training and Advanced Training.
- Developed professional HR Policies and Procedures in compliance with Jordan labor law, coach the Directors, Department Heads on interpretation of the policies.
- Enhanced the Company's values, by conducting training sessions for all employees.
- Built up salary structure based on Job family’s classification.
- Built up business process map for each HR Transactions.
- Preparation for JD Edward Oracle: HR System, we are about to finish and go live soon.
- Attracted and filled key positions, by head hunting from the Jordan Market, conducted orientation program, developed a retention plan.
- Identified successor for each Department, agreed on and work on developing them through in-house and external training.

- - Preparation and implantation of HR Oracle, we are in final stages

- Comprehensive SOPs for (Administration – Supply Chain – Safety and Security)

- Supply Chain Policies and Procedures Manual updated

- Safety & Security Policies and Procedures are updated.

**RESULTS**:
- Increase the sales volume by 18%
- Reduce the staff cost by 6%
- Reduce the turnover from 18 % - 12 %.
- Results of employee survey showed improvements in employee’s satisfaction, number of workplace conflict reduced tremendously.
- All vacant position filled with high caliber staff within short period of time.
- Number of work injuries reduced from 28 cases to 7 cases only due to the OJT.
- Fairness in employees’ salaries due to the new salary structure.
- Speed up the employee services due to the new process- Business Process reengineering.
- Reduce the headache of the owners..

- Improved in Government Relations Bodies.

**Period: March, 2011 – November, 2014 Organization: Free Lancer with Libyan Investors**

**Title: HR Consultant**

**Place of work: Amman - Jordan**

***Achievements***

* Developed and Maintained HR Business Plan
* Developed and Maintained Organizational Charts to all Business Sectors
* Developed and Maintained Job Description
* Developed and Maintained HR Policies and Procedures cope with Libyan rules and regulations
* Proposed salary scale

**Period: May, 2010 – Feb, 2011 Organization: Central Bank of Libya**

**Title: Senior Human Resources Advisor**

 **Report to: the Governor**

**Member of Top Management Team – Member of PMO - Place of work: Tripoli - Libya**

**Achievements:**
• Joined the Central Bank of Libya as Senior HR Advisor, They were running Personnel Department under Administration. I have restructured the organization and set up HR Department from scratch, some of my duties and responsibilities are but not limited:
• Situational analysis of HR Programs and Practices, (Where are we?), Where we want to be? And how will be there. Identify the weaknesses points, strengths points. Provide solutions to bridge the gaps by applying the latest development of HR Programs and Practices
• Developed organizational charts to all Bank Departments and Units
• Developed Job Description for all Job titles
• Developed recruitment strategy to attract and retain the best Libyan talents and expatriate to some senior vacant positions
• Developed Training and development strategy to improve the efficiency and productivity of all employees on board
• Developed Succession planning process for each department in the Bank focus on senior positions.
• Developed and Maintained competencies Dictionary for all Job Families.
• Reviewed the Comp & Ben policies, proposed competitive salary scale and new benefits to attract and retain the best Libyan and expatriate talents
• Re-engineering of HR transactions to cut costs and deliver high quality internal customers services. (HR Process Map)
• Lead and overseas 18 HR employees.
Reason for Leaving: Due to the latest development in Libya.

**RESULTS:**
- Due to restructuring process, clear goals and objectives for each department, each employee
- Attracted high caliber experts from all over the world in very short time.
- Improvement in the Bank culture, due to the training on agreed values.
- Results of employee’s survey showed improvements in employee satisfaction.
- Satisfaction of IMF representative was great.
- Fairness in compensation and Benefits due to new salary structure, new policies and procedures.
- Reduce the training cost in 9 months (They were going to the training just for per diem).

Reason for Leaving: Due to the latest development in Libya

**Period: Feb, 2007 - March, 2010**

 **Organization: Fawaz Al Hokair Real Estate Group**

**Title: Human Resources and Administration Director**

**Report to: Chief Executive Officer**

**Place of work: Riyadh – Saudi Arabia**

Al Hokair Real Estate Group consists of (Constructions Company, Echo Design Company, Project Management, and Shopping Malls Management in addition to the retail division. Al hokair is one of the largest retailers in MENA and own many Shopping Malls in Saudi Arabia.

**Achievements**
• Restructured the HR and Administration Department, set-up a HR Module to support the Business Units (Shared Services Module).
• Positioned HR Department as strategic partner in achieving corporate goals and objectives.
• Developed professional Organizational Charts to all Business Units
• Developed a bunch of Job Description to all approved Job Titles.
• Developed HR Policies and Procedures Manual in compliance with Saudi Labor Law.
• Set-up people strategies, Talent acquisition, Training and Development and Retention.
• Developed and Maintained Individual Development Plan for Saudi and Non Saudi Staff
• Developed Competencies Dictionary to all Job Families in the group.
• Identified the top performers in each business unit via solid Performance Management System
• Identify successor in each department and set up a development plan to cover the weaknesses points of each successor.
• Shaped high performing culture, reward and recognition programs, bonus scheme, enhanced the non-monetary motivational factors.
• Provide high quality internal customers services that improved employees satisfaction, reduce grievances and improved efficiency and productivity.
• Ensured that Group's values are implemented on the ground.
• Cooperate and communicate with Labor office, Chamber of Commerce, Ministry of labor, Office of labor - Riyadh and HRDF
• Standardization of HR transactions.
• SOPs for all administration affairs, this reduce the cost and raise the efficiency of Administration services

\* SOPs for Supply Chain Department

\* Safety & Security Policies and Procedure
• Overseas all government relations issues and ensure to deliver high quality services to all employees while keeping in a good relation with all related government bodies.
• Overseas the logistic support to all departments.
• Oracle Implementation
• Set-up Saudization plan to attract, retain the best available Saudi candidates.
• Lead, overseas 15 HR employees.

**RESULTS:**
- Changed the concept of HR Department as a strategic partner in the business growth and success.
- Clear goals and objectives for each department due to restructuring process
- Clear Job titles, duties and responsibilities for each employee, that increase the productivity.
- Improvements in the group culture due to the spread of group values (Training Session)
- Attracted high caliber Saudi and Non Saudi in a very short time.
- Fairness in employee’s compensations and benefits due to a clear salary structure, clear compensation policies.
- Reduced the turnover percentage from 24 % to 11 % among Saudi National.
- Increase in sales volume in malls due to the training of salesmen.
- Improvement in employee services due to clear process map for each HR Transaction.
- Reduced the conflict in the workplace tremendously due to fairness and spread the team work among different nationalities.

- Reduce in Procurement volume, with better quality of materials.

- Clear Safety and Security Policies & Procedures.
- Reduced the fines and government fees for renewal the IQAMA (Documentation process)

**Reason for leaving**: Completed three years contract.

**Period: Aug, 2006 - Feb, 2007 Organization: USAID**

**Title: HR Advisor**

Report to: **Chief of Party**

**Place of work: Amman - Jordan**

United States Agency for International Development was supported Health Strengthening System in Jordan, I have been selected as HR Advisor for the Project:
**Achievements**:
• Situational analysis of HR Department in the Ministry of Health, Where are we?
• Provide recommendations to the Minister to bridge the gaps of weaknesses.
• Presentation to all directors in the Ministry of Health, clarify the benefits of implementing new HR programs and practices and the impact on the overall services
• Coach the Directors in the Ministry of Health on the new HR Programs and Practices.
• Communicate with Jordan Nurses and Midwives Council and Ministry of Health regarding HR related issues.
Reason for leaving: Getting good contract with AL Hokair.

**RESULTS**:
- Changed in HR Policies and Procedures of MOH
- Changed the Concept of HR Department from Personnel to a department that support the business in its growth and success.
- Increase the knowledge of Directors in MOH

**Reason for leaving**: Getting good contract with AL Hokair.

**Period: Dec, 2005 - Aug, 2006 Organization: Jordan food and Drug Administration**

**Title: HR and Administration Director**

**Report To: General Manager**

**Place of work: Amman - Jordan**

**Achievements**:

•Set-up HR Department from scratch, positioning the HR Department as one of the strategic department in JFDA.
•Organizational Charts to all Business Units in JFDA
•Job Description to all approved Job Titles.
•Developed HR Policies and Procedures in complying with Civil Services Bureau.
•Established HR processes and transactions ensure workflow is smooth and controlled.
•Cooperate with bureau of Civil Service, Ministry of Health, Social Security corporation, Prime Ministry
•Develop SOPs for all Administrative functions this include: Administration Affairs – Supply Chain – Safety and Security – Fleet Management – Properties Management
•Lead 7 employees in HR Department.
•Provide high quality internal customer services to all employees at different levels.
•Spread the performing culture among all employees, applying the JFDA values
Reason for leaving: While presenting HR strategic plan I have been hunted by USAID.

**RESULTS:**
- Clear organizational Charts for each Business Unit
- Clear roles and responsibilities for each BU.
- Clear goals and Objectives for each BU.
- Clear goals and objectives for each employee.
- Restructured the salary scale, gained approval, this raised the employee morale tremendously.
- Gained approval of Prime Ministry of incentive schemes, raised the employees productivity, reduced the turnover percentage.
- Tardiness, absenteeism reduced tremendously, comparison of past record with current records

**Reason for leaving**: While presenting HR strategic plan I have been hunted by USAID.

**Period: Sep, 1987 - Aug, 2005**

**Organization: Jordan University of Science and Technology & King Abdullah University Hospital**

**Title: HR Officer – Chief Division and then promoted to HR Director**

**Place of work: Amman - Jordan**

**Jordan University of Science and Technology:**

**Achievements**

JUST is one of the largest Universities in Jordan and Middle East established on 1986.
Appointed as HR officer at the early stages of operations of the university, promoted to chief division in HR departments then I have been selected by the Hospital’s CEO as HR Director.
•In cooperation with HR Director developed HR Policies and Procedures, coach all Faculty and non-faculty staff on HR P&P, provide advices and interpretations.
•In coordination and cooperation with Financial Unit, Developed and Maintained HR Budget for all faculty and non-faculty staff.
•End - End Recruitment and Selection of non-faculty staff. Implementation of Dean’s Council Decisions regarding the appointment of Faculty staff. Manage the Employment Contracts for Faculty’s Staff.
•Ensure that all business units received the right HR services at the right time with the high quality. (Business Process Map)
•Liaison with all Faculty and non-faculty units regarding the Performance Management System cycle, received the Performance Appraisal Reports, review them, make analysis and send them back to the related directors.
•Identify the training needs and coordinate the training programs in regarding the evaluation of training and the ROI.
•in coordination and cooperation with all faculties and Non-Faculties units developed and maintained Yearly training calendar, oversea the implementation, updated on the system, and make Training Evaluation Report, to be send to the related Directors.
•Coordinate and cooperate with Ministry of Higher Education regarding the attestation of certificates.
•Overseas all faculty and non-faculty HR affairs, Promotions, Transfer, All types of leaves….etc.
•Follow up the Dean’s Decisions regarding Promotion and hiring of Faculty’s Staff.

**King Abdullah University Hospital (Inside the University Premises)**

Then I have been selected by the Hospital’s CEO to set up HR Department for King Abdullah University Hospital, its located In University’s campus.
•Developed an Organizational Charts for all Hospital’s Department Medical and non-medical
•Developed a recruitment strategy to attract the best available candidates and set up the best hiring and selection procedures.
•Developed an orientation program for the new hired employees
•Recommend Performance Management system I have applied for unpaid leave to join IKEA Saudi Arabia as HR Manager.

**RESULTS**:
- Member team of HR establishment stage; Set up the department from scratch.
- Hiring more than 1000 staff at different levels faculty and non faculty staff.
- Clear and Professional HR Policies and Procedures that have been approved by Prime Ministry.
- Managed professionally the faculty and non faculty affairs, keep them satisfied due to high quality services.
- Hired more than 1000 employees for KAU Hospital clinical and non clinical staff.
- Designed high professional orientation program for new hired staff.
- Designed salary structure for KAU Hospital.
- Set up PMS for Clinical and Non Clinical staff.
- Worked for accreditation and ISO corticated, we had both.

**Period: Feb 2001, Dec, 2003 (Unpaid leave from King Abdullah University Hospital)**

**Organization: IKEA Saudi Arabia**

**Title: HR & Admin Manager**

Report to: **General Manager -**

**Place of work: Riyadh – Saudi Arabia**

**Achievements**

•Developed and maintained HR Policies and Procedures Manual that match the Saudi labor law and regulations and stick to IKEA worldwide standards.
•As a member of Management team contributed in developing IKEA Business plan, there was a unique approach be answering the three questions: Where are we? Where we want to be and How will be their?
•Developed and maintained Job description and specifications for all approved job titles
•Developed and maintained Compensation and benefits programs
•Developed and maintained Training and development programs that match the recommendations of IKEA Sweden.
•Conduct an intensive training program about the IKEA VALUES. (( Worldwide 9 Values ) to all IKEA staff
•Overseas the Personnel and Admin department.
•Developed a Saudization program to attract and retain the best available candidates and meet the Saudi regulations to have the minimum percentage of Saudi on board.

Administration:
•Set up Administration policies and procedures for IKEA Operations in Riyadh
•Overseas the purchasing division in IKEA Saudi Arabia
•Overseas the transportation division in IKEA Saudi Arabia
•Overseas the Employees housing division in IKEA Saudi Arabia
•Overseas the Employees Visas and travelling
•Overseas the Logistics division in IKEA Saudi Arabia

**RESULTS**:
•An organizational Charts that identify the reporting relationship along with organizational levels for all staff
•Professional Job Description for all approved positions
•Professional Training Programs to all Saudi Staff
•Competitive Salary Scale that allow attracting the best available candidates.
•Reduce the turnover Percentage from 28% to 12% in 24 months
•Reduce the recruitment Cost by 9%.
•Overall Sales volume increased by 12% in the first year to 15% in the second year to 17% in the third year (This is a group efforts of all department among those department HR).

Reason for leaving: Completed 3 years contract

**Period: Feb 1985, - June, 1986 Organization: Turki BCR – Dammam SA**

**Title: Chief Accounts and Admin**

**Place of work: Dammam – Saudi Arabia**

**Achievements**:

•The company was in pre-operational stage, Joined them in East and West Factory to have the required training at that time to head the accounts and admin division, accordingly, I was handling all the accounts and admin affairs and provide monthly reports to the financial controller.
•Apply the accounting standards to have the financial statements; there was no financial software, all manual.
•Overseas the administration affairs such as transportation - housing - maintenance procurements and any other admin issues ( Visas - Travelling and ticketing).
**RESULTS**:
- Provided balance sheet on a quarterly basis to the financial controller of the group
- Hired more than 100 staff at different levels.
- Maintained the operational part happy by providing them with Admin support.

**Period: Aug 1983, - Feb, 1985 Organization: Whittaker – Tabuk - Saudi Arabia**

**Title: Administrator in Personnel Dept.**

**Place of work: Tabuk – Saudi Arabia**

 Whittaker corp. is an American Company specialized in Hospital Management; they were operating in King Khalid Medical City - Tabuk - Saudi Arabia.
At that time I have started my career in Personnel Department entry level. Appointed as Administrator, I have been trained in how to screen the applications and arrange for personal interview and prepare for employment test and keep the employees file in an organized way as directed by the personnel manager,
Reason for leaving: Whittaker lost the contract with Saudi government

**Soft Skills**

Interpersonal skills - MS applications – Words – Excel – Power Point

Leadership skills - Negotiation skills - Presentation skill

**Languages:**

 English and Arabic languages speak write and speak fluently

**Training Session Attended:**

Understanding IKEA Concept – Delft - Holland for two weeks (Awarded due to my high performance)

Operating IKEA Stores – Delft - Holland for two weeks

Finance for non-finance Directors – Riyadh one week

Restructuring – EJABI Amman for one week.

Communication skills at JUST for 3 days

**Workshops Attended**:

IKEA Price Tag for one day – IKEA Product Knowledge – IKEA Return Policy – IKEA D & A.

Saudization Development Program (Chamber of Commerce – Riyadh) 2 days

Used of Job Description (Riyadh – SA) one day

**Qualifications & Certificates:**

* Bachelor’s degree in Business Administration from the University of Jordan, graduated on Feb,1981.Amman – Jordan
* Master degree in Human Resources Management from Brayer State University- USA ( online study)