**JOANNE**

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**PROFILE SUMMARY**

Senior HR professional with significant Middle East experience in Education and Engineering sectors. Successfully managed and developed HR services and initiatives including Performance Management, Compensation and Benefits, Employee Relations, Learning and Development, as well as providing strategic input to various business lines and operations. Excellent interpersonal skills with the ability to establish credibility and respect with teams and client groups alike.

**Director, HR - Middle East**

**Louis Berger Engineering Global Engineering Consultancy February 2014 to Dec 2016**

Louis Berger is a regional construction consultancy company, with over 850 employees in the Middle East region; majority of staff in Qatar, UAE and KSA. I was responsible for the overall HR remit and strategy across Middle East. Together with ME HR team, designed, managed and implemented various initiatives requested by the business. I coached, mentored and supported Managers and Senior Leadership teams to improve their people and performance management skills as well as trained HR teams to better support both managers and employees. I developed and implemented succession recruitment/staffing plans. HR Directors supporting KSA and Qatar as well as the ME HR team reported to me as their direct line manager.

* Reviewed and undertook complete evaluation of HR service/output that was in place across ME to evaluate existing HR resources, establish HR skill sets and make necessary changes as needed.
* Developed and implemented consistent HR processes, templates, policies, programs and branding to enable HR best practices across ME including contract negotiation and approval.
* Coordinated, negotiated and delivered a comprehensive Medical Benefits plan including a Health and Wellness program
* Worked closely with Talent Acquisition to source best candidates, conduct interviews, prepare and negotiate offers, especially for senior level candidates.
* Influenced and supported initiatives to support changing needs of ME business lines
* Managed Annual Compensation review process, ensuring completed results were within budget, and on time.
* Responsible for HR Trends, keeping abreast of best practices, methods and concepts Globally and in ME
* Partnered with International HR leads, driving similar HR initiatives such as Performance Management, Shared Services, every day HR management.
* Worked with Global HR leads to develop a change management plan to deliver new Shared Services, including process definition and knowledge transfers for majority of HR administrative functions
* Developed and implemented onboarding / exit processes and practices to ensure all employees received seamless and positive hiring and exiting experiences.
* Worked with Business leads to support retention of existing strong employees
* Delivered training programs for ME HR Teams, ME staff relating to Performance Management, Ethics and Compliance, Governance and Louis Berger Orientation
* Engaged with Legal and Finance departments, Country Managing Directors, Line Managers, Internal Auditors, and various stakeholders operating within the Global/International business, in issues pertaining to HR.
* Part of the Executive Management Team: attended and contributed to monthly and quarterly meetings.
* In coordination with ME CFO, developed annual KPI Bonus structure for Senior Leadership team across the ME, which included specific performance results mapped to overall financial targets
* Liaised with Payroll with respect to new and employees and those leaving, regarding system set up, monthly payroll, and final settlements

**Key Achievements**

* Successfully negotiated Medical Benefits renewal with an overall cost savings of $500,000 USD from previous year, with minimal negative impact to employees’ medical coverage. This also included Health and Wellness enhancements to plan. The new plan provided a social fitness program aimed at increasing employees’ engagement and fitness levels across ME.
* Developed and implemented consistent HR Administration processes, templates, policies and procedures across the Middle East, to ensure all HR teams worked cohesively as a team using consistent regionally specific branded material/documents.

**AECOM Middle East November 2008 to October 2012**

A global engineering consulting firm, with over 3000 employees across ME, serving leading developers, governments and non-governmental organizations.

**SR Manager- HR UAE/ME-Organizational Development – Abu Dhabi**

**Sr. Manager- UAE HR**

* Responsible for both HR and Government Relations Functions
* Managed and implemented various Change Management processes during Mergers and Acquisitions (M&A’s), Cansult Maunsell to AECOM etc.
* Re-evaluated contracts during period of M&A’s to align and reflect consistent and equitable terms and conditions.
* Prepared analysis and provided recommendations to operations concerning work force
* Supported the implementation of new online Performance Management/Compensation review system, and trained all Managers and employees to use effectively
* Managed annual Compensation review across the UAE, working with business leads and Line managers to establish and communicate budgets
* Delivered training programs developed locally and globally
* Coordinated with various aspects of the business and HR team for approximately two years to develop and deliver ME Graduate Development Program
* Coordinated with ME HR VP to negotiate and deliver a cost effective medical benefits plan as part of a strategy to attract, recruit and retain employees
* Regularly attended Career Fairs along with Talent Acquisition to attract Engineering Graduates from the various Universities throughout the ME
* Co-delivered LEW-Leading an Engaged Workforce, a 2-day leadership workshop aimed to provide new and existing Line Managers with key skills required to successfully manage the full life cycle of employees
* Implemented an online L&D calendar, enabling employees to register for regular in-house training
* Conducted investigations of suspected breach of Ethics & Compliance, prepared statements and reported back to ME HR VP and Global E&C

**Sr. Manager-ME Organizational Development**

* Responsible for implementation of leadership development programs, delivery of training, tracking of candidates’ participation and contribution
* Responsible for the implementation of Online Performance Management process, which included training for all Line Managers/Employees across the ME
* Tracked, managed, and developed Performance Management and reported results on a weekly basis for leadership teams, supporting HR across various regions, projects and/or managers to ensure the PM process was successfully completed
* Responsible for all ME Ethics and Compliance training completion, and monthly reporting to Global E&C
* Worked with Technical leads, Business experts, Graphic/Design teams to complete and deliver the ME Graduate Program
* Co-delivered LEW-Leading an Engaged Workforce, a 2-day leadership workshop aimed to provide new and existing Line Managers with key skills required to successfully manage the full life cycle of employees
* Supported ME HR with analysis and reports for various mandatory training requirements
* Supported ME HR VP with various HR initiatives such as the ME HR conference to include development, delivery and tracking of projects

**Achievements**

* ME Graduate Program
* Provided business strategic analysis concerning work force during the market crash in 2008
* Key contributor to change management initiatives during initial M&A.
* Development and delivery of LEW program

**MASDAR-MIST, MASDAR INSTITUTE of SCIENCE & TECHNOLOGY Jan 2008 to September 2008**

Government Alternative Energy Entity-Global Post Graduate Educational Institute

**Human Resource/Administration Manager**

* Developed and implemented HR processes and procedures for MIST
* Created and maintained Employee files
* Responsible for the development of all onboarding material, handbooks and orientation of new hires
* Liaised with all faculty hired by MIST in coordination with MIT HR
* Responsible for the successful onboarding of all MIST faculty and their families
* Coordinated with MASDAR HR as required for alignment of various processes concerning payroll and company policies
* Provided support and advise to MIST leadership team with all matters concerning HR
* Lead in developing agenda for MIST conference which included all travel/visa/itinerary for each attendee.
* Regularly attended and represented MIST at career fairs

**Achievements**

* Established a solid HR platform of procedures and processes which enabled me to transition out and be replaced by an Emirati

**Higher Colleges of Technology Dec 2005 to Dec 2007**

**Central and Academic Services**

HCT was and still is a government subsidized educational system developed to provide under graduate studies to young Emirati men and women.

**Sr. HR Generalist**

* Responsible for implementation and management of employee data in HRS (ORACLE)
* Worked closely with Talent Acquisition concerning the recruitment of new candidates and interview processes
* Managed all aspects of onboarding and exit of employees to and from Central/Academic Services
* Contributed to the development of consistent HR processes within HCT, across all colleges in the UAE
* Delivered in house training sessions for all staff at both Central/Academic Services
* Supported all staff of CS/AS with HR related queries
* Collaborated with HR Leadership team to deliver and implement various initiatives within CS/AS and across all Academic Institutions.

**Achievements**

* Collaboratively worked to Improve and implement higher standards of onboarding/repatriating processes for all employees of HCT

**CERTIFICATION AND TRAINING**

* Post Graduate Diploma in Human Resources Management (Canada) 2005
  + HR Management
  + Performance Management
  + Organizational Development
  + Employment Law
  + Recruitment
  + Compensation and Benefits
  + Learning and Development
  + Finance-Fundamentals in developing budgets and preparing reports
* DiSC Certified 2016

**PROFESSIONAL SKILLS AND EXPERTISE**

* Proficient with SAP, ORACLE, SAGE and COST POINT
* Significant ME experience with strong knowledge of employment law across the various regions within ME, as well as working in a multi-cultural environment
* Understand the demands of ME clients and can respond accordingly managing most challenges
* Possess a proactive approach and problem solving mindset

**PERSONAL INFORMATION**

Nationality Canadian

Date of birth 28st February 1960

Languages French (parents-mother tongue) and English (fluent)

Civil status Married (4 children)

Visa status UAE visa – company sponsorship (Transferable, with NOC)

Driving license UAE driving license

Residence Abu Dhabi, UAE

Willing to relocate : No, flexible to travel and work short term in other regions however

Notice period flexible

**INTERESTS AND EXTRACURRICULAR ACTIVITIES**

Travel, exploring new terrain with my dog, water sports, reading, cooking and baking, lifelong learning