**ASRAF**

Support Service Manager (HR & Admin.)

[**Asraf.337346@2freemail.com**](mailto:Asraf.337346@2freemail.com)

**CAREER OBJECTIVE**

To seek a rewarding and challenging key position that best suits my qualifications while enhancing my knowledge, capability and experience. At the same time as giving benefits to the company by means of being their asset, there will be room for my professional growth.

**CHARACTERISTICS**

Hardworking, fast learner, works well under pressure, can perform tasks with less supervision, relates well with colleagues, self-motivated, dynamic with outstanding organizational and interpersonal skills, willing to learn and undergo further work-related training, excellent oral and written communications skills in English, Tamil and oral Communications skills in Arabic, Hindi and Malayalam etc…

**AREAS OF EXPERTISE**

* Regulatory Compliances
* Staff Recruitment, Orientation and Mobilization
* Employee Relations, Performance Assessment Management and Survey
* Benefits Administration
* HRM Technology Implementation
* Employee Exit Interview and Retention, Termination and Retirement
* Management of Employee Leave and Travel
* Creation / Updating of HR Policy & Procedure Manual, Employee Handbook for best HR practice
* Record and File Management
* Dispute Resolution and Negotiation Tactics
* Organizational Developments

**CAREER HISTORY**

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| **Support Service Manager (HR & Admin) July 2010 to Present Renaissance Group** |

**Renaissance** Group comprise of the following companies

* Tawoos Industrial Services Company SAOC
* Russail Catering & Cleaning Services (RCCS)
* RS PAC Division
* RS Overseas Division
* Norway Offshore Catering
* Renaissance Contract Services, Angola
* Renaissance Facility Management Services LLC, UAE
* Renaissance Catering Services LLC, UAE

(Renaissance provides facilities management, facilities establishment, catering, property operations and other maintenance services to large scale projects with rapid deployment capabilities in emergencies including harsh, remote or beleaguered environments. The business serves diverse clients within the Oil & Gas, Energy Services Sectors.)

**EXECUTIVE COMPETENCIES:-**

* Able to influence, facilitate and implement required changes whenever necessary to streamline and enhance the process.
* Effective negotiator at all level of employee/management disputes.
* Enthusiastic to take difficult tasks and to accomplish in timely manner.
* Positive, confident and friendly demeanor with high level of integrity.
* Can operate at a fast pace and at a senior level.
* Keeps up to date with the latest HR Rules & Regulations related to the country of origin.
* Managing the complete recruitment life-cycle for sourcing the best talent from diverse sources.
* Planning human resource requirements in consultation with Heads of different Functional & Operational areas and conducting selection interviews.

**KEY STRATEGIC ACCOMPLISHMENTS: -**

* Ensuring that the business is legally compliant with all its employment activities.
* Giving new employees a really positive and professional perception of the company.
* Implementing, integrating and delivering HR Processes, projects and change.
* Driving excellence and best practice at every opportunity.
* In Charge of all recruitment, selection and induction activity for both expats and local employees.
* Ensuring compensation strategies and policies are consistent with established company-wide goals. Consistently administering compensation plans and recommending changes as necessary.
* Advising senior managers on the legality of any HR decisions.
* Working to resolve employee complaints involving working conditions, harassment, disciplinary actions, etc. according to company policies and necessary legal requirements.
* Ensuring appropriate staffing levels; maintaining files of employees and related documentation.
* Assisting Senior Management with long and short term employee-related planning.
* Developing and implementing policies for employee relations and various other strategic objectives.
* Handling employee terminations, grievance and other challenging situations in a sensitive, fair and respectful manner whilst working closely with legal counsel, supervisors and management.

**KEY MOBILIZATION HANDLED: -**

**Overseas**

* Iraq LSS, Afghan LSS, Al Tawam Hospital.

**Oman**

* Asian Beach Games, MOH Contracts 2011 & 2014, BP – Khazzan, Daleel Petrolrum, Petrofac, Al Mouj Muscat, Muscat Hills, Royal Guard of Oman, Salalah Port Services, Ministry of Defense, Sultan Qaboos University, Oman LNG, Occidental Petroleum Corporation, OMIFCO, Oman Oil, ABB, Ministry of Education etc…..

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| **Administration / HR Manager October 2008 to July 2010 NBB Worker Village**  **NBB Group** |

**NBB Group** dates its origin to a trading partnership formed in Abu Dhabi U.A.E. in 1999. Today, the Group is a highly diversified entity engaged in eight core businesses: Worker Village, Information Technology, Integrated Solutions, Facilities Management, Advertising, Travel & Tourism, Real Estate, and Printing and Technology. With a focus on Abu Dhabi U.A.E., the Group has established a firm foothold in the region.

**EXECUTIVE COMPETENCIES:-**

* Manpower planning and forecasting.
* Staff development and employee relations.
* Recruitment & Staffing (Local & Overseas).
* Employees Compensation & Benefits.
* Thorough knowledge of Labour Law and GR activities.
* Appraisals, evaluations of staff, orientations and staff issues.
* Effectively handling different ethnic work environments.
* Identifying potential tenant and leasing the properties
* Ensuring the facilities are provided to the tenants was up to standard.
* Ensuring the Staff and Tenant development and employee relations.

**KEY STRATEGIC ACCOMPLISHMENTS: -**

* Play a critical role in driving change throughout the company to support new business initiatives and the expectations of this company.
* Determine job factor and convert relative job worth into monetary values.
* Successfully maintained organizational leadership role of administration and human resources function for more than a year by giving full support to the staff and strongly advising the departments.
* Coordinated satisfaction Index (E&TSI) surveys for employee and tenant’s, addressing all issues and grievances of the staff.
* Perform mobilization and de-mobilization of staff for the major projects of the company.
* Planning & coordinating with sales team to improve space sales.
* Key liaison between the workforce, tenants and the management.
* Coordinate daily administrative activities of the company with a workforce of over 5000 people.

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| **HR EXECUTIVE October 2003 to May 2008**  **Spinneys Abu Dhabi. L.L.C., Abu Dhabi -UAE** |

(Spinneys Abu Dhabi LLC an ISO- 9001, 2000, HACCP accredited company, is one of the largest organization in Abu Dhabi Emirates with business of retailing, liquor, industrial and commercial catering, distribution of FMCG products.)

Promoted to the position of HR Executive from 2003 to provide human resources strategic leadership, direction and support to 2 companies (Spinneys / Agencies & Trading Company). The company is engaged in the business of distribution of FMCG products, Liquor, Retail and Contract Services with a work force of around 2000 people. Reporting to the Personnel & Training Manager – Spinneys Abu Dhabi L.L.C.

**EXECUTIVE COMPETENCIES:-**

* Manpower planning and forecasting.
* Staff development and employee relations.
* Recruitment & Staffing (Local & Overseas).
* Ensure payroll processing.
* Employee’s compensation & benefits.
* Thorough knowledge of government-related activities (visa processing)
* Appraisals, evaluations of staff, orientations and staff issues.
* Cross-cultural work environments.
* Organizational needs assessment and development

**KEY STRATEGIC ACCOMPLISHMENTS: -**

* Play a critical role in driving change throughout the company to support new business initiatives and the expectations of this company.
* Direct all aspect of Human Resource management including recruitment, compensation and benefits, payroll processing, employee relations, organization development, performance management and administration management.
* Responsible for salary review, allocation and promotion of long-serving and deserving staff of the company and ensuring payroll is appropriately updated.
* Transformed HR from administration role to strategic business partner, including working with senior management to drive business and implement performance initiatives. Led transformation of company perception of bureaucratic HR function to a value-added service.
* Determine job factor and convert relative job worth into monetary values.
* Successfully maintained the organizational leadership role of human resources function for more than 4 years by giving full support to the staff and strongly advising the departments.
* Coordinated satisfaction Index (E&TSI) surveys for employee and tenant’s, addressing all issues and grievances of the staff.
* Perform mobilization and de-mobilization of staff for the major projects of the company.
* Periodically reviving all payroll issues & updating all the necessary processes in coordination with payroll.
* Reviewing employees’ compensation & benefits such as health plan, maternity & paternity benefits, pension, retirement plan, wages & salaries, insurance and leave settlements.
* Arranging security passes for offshore and onshore employees; liaison on behalf of staff for Govt. Relation dept. and fulfilling employee’s needs, arranging medicals, health cards, labour contracts for all employees and preparing all necessary documents for re-applying expired visas and work permits.
* Thorough knowledge of Govt. Relation activities.
* Key liaison between workforce and the management. Coordinate daily administrative activities of the company with a workforce of over 2000 people.

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| **SENIOR MARKETING EXECUTIVE December 2002 TO September 2003**  **GOLDEN System Channel Partner, Wipro InfoTech Ltd. – India** |

**KEY STRATEGIC ACCOMPLISHMENTS: -**

* The Senior Marketing Executive is responsible in his capacity as the Marketing Executive for all operations carried out in his Area.
* Ensure a high standard of service to the client through the supervisors of all inter-departmental functions such as storing policies, stock control and other job related tasks, thus
* Liaise with client on the contractual matters for the smooth running of the operation and also develop a close business relationship with the Client, Staff and Head Office.
* Responsible for the budgetary aspect of the contract ensuring that all operations are executed within the financial constraints of the contract and also ensure that profitability meets or exceeds budget forecasts.
* Oversee the administration of all site based company staff and maintain company records and client related paper work.
* Develop policies and procedures as identified in order to ensure the efficient organization of the operation in accordance with divisional guidelines.
* Ensure the Company’s operational policies and procedures are implemented and followed at all times.
* Fully understand and meet all the contractual requirements and any subsequent updates or changes.
* Periodically carry out on-site inspections of all service contracts.
* Customer Service
* Maintain customer interface.
* Meet client’s demands wherever possible.
* Endeavors to ensure that the quality of service to the customer is maintained at the highest levels.
* Identification and development of key and high performers.
* Periodically carry out regular assessments of staff to ensure that skills and competencies are in line with required divisional standards.

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| **PURCHASE OFFICER January 2000 TO December 2002**  **Royal Shoppe, Chennai, India** |

**JOB SUMMARY :** To coordinate with suppliers and negotiate prices discounts etc., source new supplies, products etc., co-ordinate the delivery of such supplies etc.

**KEY STRATEGIC ACCOMPLISHMENTS: -**

* Responsible for ensuring that company policies and procedures are followed in the Purchasing department
* Carry out any work allocated and instructions given by the Finance Manager or Management.
* Primary responsibilities of sourcing the products requirements for various catering locations at the best price, the highest quality and in a timely manner.
* Negotiate the prices with suppliers and ensure that quality, price and services are up to the standard required by the company and available at the right time.
* Sourcing new suppliers and different options for products, packing, brands etc.
* Agree the prices, terms and conditions of the contracts with suppliers.
* Agree the special discounts and cost benefits for the division.
* Agree the service standard of purchase departments with the users and exceed the service standard.
* Visit the market and sites for price comparison and quality check.
* Obtain and source the best prices for minor and major equipment as and when required.
* Responsible for ensuring that prices of suppliers’ invoices are checked against the agreed price list and any corrections are advised to the suppliers.
* Responsible for arranging the goods for offshore or remote locations and co-ordinate with Logistics and other departments to ensure delivery.

**ACHIEVEMENTS/ RECOGNITION**

* Wipro PC Certification Test rated as Scholar
* Wipro Certificate of Appreciation
* Spinneys Abu Dhabi L.L.C Certificate of Appreciation
* GASCO (ADNOC Groups) Certificate of Appreciation
* NBB Certificate of Appreciation
* RS Token of Apperceptions.

**ACADEMIC CREDENTIALS**

* **Master of Business Administration (HRM)**

(Alagappa University, Karaikudi, Tamil Nadu, India)

* **Master of Arts in Sociology (M.A.)**

(Madurai Kamaraj University, Madurai, Tamil Nadu, India)

* **Post Graduate Diploma in Computer Application**

**(**Madurai Kamaraj University, Madurai, Tamil Nadu, India)

* **Diploma in Office Automation**

Pakkiar Computer Center, Bangalore, Karnataka, India

**COMPUTER LITERACY**

1. Microsoft Office
   * MS Word, MS Excel, PowerPoint, Adobe / Photoshop, Internet Software, MS Outlook
   * EDOCS / OASYS2000 (Payroll system) / JDE

**PERSONAL SYNOPSIS**

Status : Married

Citizenship : Indian

Sex : Male

Religion : Muslim

Driving License : Valid Oman License

**REFERENCES**

Mr. Hans J Gruber,

Divisional Manager,

Spinneys Abu Dhabi. L.L.C., Abu Dhabi -UAE,

United Arab Emirates.

Mr. Habib Ul Islam,

Officer Catering & Recreation,

Abu Dhabi National Oil Company,

United Arab Emirates.

Ms. Vickey Puncheon,

General Manager Business Services,

Syrah Resources Ltd,

Mozambique.

Mr. Karim,

Finance Director,

Renaissance Service,

Sultanate of Oman.

Mr. Ayman Al Hamoud,

Director of Business Development,

Renaissance Facility Management Services LLC,

United Arab Emirates.

Mr. Adil M Bahwan,

Operation Director,

Renaissance Service,

Sultanate of Oman.