

Contact HR Consultant for CV No: 337433

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A human resources professional offering over 14 years of generalist experience leading organizational development and human resources initiatives. Experienced in linking human capital to strategic business results. Providing human resources consultancy and analyzing critical business requirements, identifying deficiencies and potential opportunities and providing the suitable talent to fulfill these requirements. Experienced in organization/HR department start-ups, high growths operations and restructuring.

**Professional Experience**

**Allianz Life Assurance Company**

***2010 till present***

**Head of Human Resources**

Job Scope

Responsible for developing HR strategies and operational targets to support organizational objectives and enhance productivity. Provide guidance and advice to company management on a broad array of employee relation topics. Ensure alignment with agreed group, functional and regional initiatives and ensure successful execution. Contribute in positioning the company as an employer of choice. Drive all HR functions serving over 1400 employees including Sales agents and business partners.

Main Responsibilities

* Development and implementation of the HR strategy in the business unit, aligned to the business and corporate objectives.
* Responsible for smooth functioning of the Human Resource office including administration of the human resources policies, procedures and programs, carrying out responsibilities in departmental development, Human Resource Information Systems (HRIS), employee relations, training and development, benefits, compensation, organizational development and recruitment.
* Implementing Corporate HR Policies within the Business Units and company branches.
* Developing the headcount plan in respect of managers and employees in consonance with the organization structure, job classification and bands and in line with business plans and budgets.
* Carry out monthly reviews of headcount and proactively plan for recruitments in respect of employees including advance hiring for anticipated contract terminations and attrition.
* Recruit for vacancies and anticipated vacancies ensuring compliance with profile specifications.

Coordinate with recruitment team to provide suitable and potential talents to the business.

* Managing the performance management program in respect of setting KPIs, mid-year and annual appraisals including dialogue with Business functional managers for calibrating relative performance and ratings distribution.
* Managing the succession planning program to identify, develop and track potential talents and prepare a second line for leading roles.
* Maintain productive relationships with internal and external stakeholders, build strong relationships with regulatory bodies & governmental authorities and provide support to the business where needed in this respect.
* Ensure all people management activities are carried out according to local rules and regulations in alignment with Group compliance guidelines.
* Act as a trusted advisor to Managing directors, managers and employees and enhance organization culture to ensure higher standards of operation and increased employee satisfaction rates in employee survey.
* Determine most efficient and effective way to deliver HR services based on cost saving and appropriate key performance indicators.

**Recent Accomplishments**

• Established a remuneration strategy to link payment to performance through a structured performance management

scheme based on smart objectives and competencies.

• Spearheaded the job evaluation and grading project by Towers Watson in alignment with Allianz Group.

• Established a structured salary scale based on market survey in alignment with grading scheme.

• Established a HR employee handbook enclosing rules, regulations and benefits.

• Established a HR manual enclosing HR policies and procedures.

• Established a new Human Resources Department for Sales channels and developed a compensation and benefits scheme

based on production, competency and KPIs.

• Contributed to organization development project to Upgrade Alexandria Branch as an independent entity and set up

human resources department for Allianz Alexandria including licenses, social Insurance and personnel issues.

**Dusit Thani Lakeview Hotel & Spa**

**March 2008 till July 2009**

***Human Resources Director***

• Member of the Executive committee opening team partnered with multiple facets of the business in establishing a successful business plan during the Hotel opening phase and start-up of new facilities.

• Developed an on-going competitive advantage as an employer by designing an attractive compensation scheme based on market surveys, creating staff benefit plans, setting HR policies and procedures, identifying required talents and building up a performance management program including Training curriculum for managerial and non-managerial talents in coordination with Head office in Thailand.

• Established a strong Human Resources Department serving over 600 employees and delivering excellent Human Resources services. Successfully, built a diverse workforce to provide strong functional expertise, creativity and best leadership to all disciplines. Creating and sustaining a work environment that embraces the brand’s culture and focuses on fair treatment.

**Cairo Marriott Hotel & Omar El Khayyam Casino**

**Marriott International**

**2006 till March 2008**

***Human Resources Manager***

* Acting as HR Director for the biggest Marriott Hotel outside the United States with 1200 rooms and suites/1800 employees.
* Driving all HR functions including recruitment, compensation & benefits, employee relations, training & development, performance management, employment, legal and governmental requirements.
* Developing & Implementing goals & strategies that serve to attract, develop and retain talent which enables the implementation of hotel strategies during a challenging period of renovation of 50% of the hotel rooms.

Achievements at Cairo Marriott Hotel

• 2 Regional award-winner for 2006 Results as follows:

1. Lowest Labor Turnover MEA - Cairo Marriott Hotel

2. Best Project Team Member MEA for employee HR handbook

• Achieved 97.93% in the HR Brand Standard audit 2007

• UKIMEA (UK,Ireland, Middle East & Africa) HR Score Card awards 2006 as follows

Quarter 1 among top 10 hotels

Quarter 2 among top 10 hotels

Quarter 3 among top 5 hotels

Quarter 4 among top 5 hotels

• Ashridge Self Learning Tool- MHRS Cairo ranked 1st

**JW Marriott Cairo, Mirage City**

**Marriott International**

**2000-2006**

***Human Resources Manager***

• Established and lead the Human Resources Department in the opening 2000-2006.

Contributed in setting opening strategy and critical path for the start-up of the hotel, Club

House, Beach, Spa and over 15 facilities with 1500 employees.

• Developed an on-going future business plan securing cost-effective solutions during difficult

conditions.

* Developed an on-going future business plan securing cost-effective solutions during difficult economic conditions.
* An award-winner for developing an employee handbook for 7 Marriott entities in Egypt and setting all HR policies, procedures and employee benefits.
* Led the development and implementation of the new corporate personnel database system in People Soft for JW Marriott.
* Established Training department and implemented a new Training program that streamlined Training staff both on a non-managerial and managerial levels.
* Managed hotel governmental Licenses for the opening and Pat governmental requirements in cooperation with legal department.

**Areas of Expertise**

Grading and salary structure, Organizational development, Compensation and benefits, Coaching and consultation, Training and development, Employee Relations, HRIS, HR Policies and Procedures design and administration, Recruitment and Retention, Grievance Management, Administration and Services, X-pat legal obligations (work permits, residence visas, etc..) labor law requirements, People Management, Talent Management and Succession Planning, HR Governmental and Compliance requirements.

**Qualifications**

* Experience of developing HR policies and procedures manual.
* Certified on Job evaluation and job grading by Towers Watson and aligning with previous Hay Group Grading scheme.
* Certified Operational Excellence- Blue Belt (Opex) 2016
* Contributed to regional projects of setting KPIs for HR managers and leaders with colleagues from UK, Ireland, Levant, North Africa and Gulf Area.
* Experience of disciplinary actions, grievance management & medical related challenges.
* Experience of developing HR employee handbook.
* Experience of developing and delivering new hire orientation program.
* Experience of start-ups & restructuring of branches.
* Experience of providing unique HR servicing through a structured help desk and hotline.
* Strong knowledge of local labor law, labor office, social Insurance and regulatory body requirements.
* Experience of developing and training HR employees and HR-Sales employees.
* Long experience with diversified population of employees and multinational organizations.

**Education**

*Professional Human Resources Management Diploma*

American University in Cairo

*Simultaneous Interpretation Diploma*

American University in Cairo

*Bachelor of Mass Communication*

Faculty of Mass Communication - Cairo University

*Ramses College for Girls - Ex American College*

**Training**

* + Job Evaluation & Job Grading by Towers Watson & Hay Group
  + 7 Habits of Highly Effective People
  + Transforming Conflict into Innovation
  + Essential Skills For Supervisors & Managers
  + Developing you , Developing others
  + Managing Business Priorities
  + Training Certification- Train the Trainer
  + Foundation of Leadership
  + Insurance Management Simulation - TATA

**Personal Information**

Marital Status: Married with two daughters

**References and Certificates**

References to be furnished upon request

Original experience certificates are available