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|  **CIPD, MBA, BPM, TQM**Date of BIRTH: aPRIL 22,1983mARITAL STATUS: marriedNATIONALITY: jORDANIAN | **C:\Documents and Settings\mohammad.abuzaitoune\Desktop\IMG_0068.JPG** |
| **CAREER OBJECTIVES**Seeking a competitive career in a leading organization, that will utilize my educational background and experience, compliment my skills, and help me achieve my personal ambition.**PROFESSIONAL SUMMARY**A striving professional with a well-built profile of delivering top performance, gained from my experience in the Consulting Services at EY.Gained rich experience in ***Organizational Effectiveness / Development, Human Capital Development*, *Strategy and Program Management,* *Business Process Design*, Quality Management, Internal Audit**; all of which obtained through the contributions on several engagements.Participated in large number of client consulting projects covering the ***Government & Public Sector, Transport, FMCG*** ***& Consumer Products, Telecommunications and Manufacturing sectors*** and developed tailored business strategies, industry and market analysis.An international experience that covers ***Jordan, Palestine, Libya, Qatar, Egypt, Yemen, Malaysia, Indonesia, Kenya, South Africa, Saudi Arabia*** and currently ***UAE***. **EXPERIENCE****Hayel Saeed Anaam Group (HSA Group – Corporate Office), UAE 12/2014 – Up to date**Group HR Strategy & Change Senior Manager / HR Operations Manager 12/2015 – Up to dateGroup Organizational Effectiveness Business Partner 12/2014 – 12/2015A trusted multi-national corporation, the HSA Group is globally recognized for a well-balanced investment portfolio, efficient manufacturing systems and a range of market leading products that enrich the lives of their customers. From historic beginnings in Aden in 1938, they grew rapidly to become a prominent power in the Yemen and international economy, continuing their expansion into the ***Middle East, Europe, Africa and Asia***.With a track record of outstanding achievements throughout their 75-year history, the HSA Group now employs over 38,000 people globally. They operate in various business sectors across manufacturing, trading and services.The Group’s core business activities are at the heart of their continued growth, and include ***edible oils, dairy products, biscuits and confectionery, ﬂour milling, sugar refining, printing, packaging, electronics and automotive***. In addition, their other strategic investments focus on ***petro chemicals, oil and gas, mineral mining and cement production***. **Experience Highlights:*** **Group HR Strategy & Change Senior Manager:**
* Contribute in developing the entire Group Strategy (vision, mission and strategic objectives) through conducting several workshops with the Board of Directors and Group Functions Directors in order to generate realistic strategic and operational targets for the 5 years plan for the organization.
* Lead the development of Group HR Strategy and cascade the objectives to be aligned with the whole strategy.
* Lead the development and establishment of the following OD/HR Projects: Re-Structure Companies, Organization Structure Design & Development, Work Load Analysis, KPIs, DOA, Resource Sizing Analysis, Resource Gap Analysis, Workplace Effectiveness Projects, and Manpower Efficiency Processes in all BUs globally as required. Focus on analyzing manpower levels and determining are they optimal, and do we have people with the right capabilities to do the job.
* Lead the reporting system to the Group Head of HR and Group CEO through generating dashboards and KPIs, regional status reports in a regular basis.
* Collect all data related to people and performance and analyze it and develop recommendations for improvements and to generate clear conclusions and actionable initiatives.
* Leading the implementation of the following Global HR projects / initiatives:
* Corporate Governance Project
* Best Practice HR Structure Project
* Internal HR Core Skills Improvement Project
* HR Policy & Procedures Project
* HR Metrics Reporting Project
* Strategy, KPI & Performance Management Project
* Manpower Planning Project
* Competency Framework
* **Group Organizational Effectiveness Business Partner:**

Lead the HRBP teams in delivering business consultative and solution services across all HSAG, offering a full range of problem solving methods and quality techniques to support line managers and executives with complex people, system, management etc. problems and challenges.* Lead the strategy execution process for HR Function and communicate with all Regions to ensure the alignment of all Regions and Business Units with the Global Strategy.
1. Contribute to business plans;
2. Translate business plans to HR plans;
3. Diagnose business and people problems and needs, and develop HR Solutions;
4. Request/ broker HR services and solutions;
5. Integrate HR services, solutions and initiatives;
6. Customize corporate HR programs & solutions, as required by business units;
7. Evaluate the impact of HR initiatives, and ensure client satisfaction.
* Ensure their Business Divisions are delivered HR Generalist Services via embedded HR Generalist Teams, attached as SPOC for HR within each BU.
* Work with BU Management to devolve HR Responsibility and HR Authority back to the BU, and foster and encourage BU Managerial & Employee HR self-service.
* Work with HR Centers of Excellence to develop and deliver tailored HR Consulting Solutions.
* Work with the Employee Services Centre to automate core HR Processes, and deliver Employee automated HR solutions.
* Each BU has its own group of HR Generalists assigned to it i.e.HR Business Partner; HR Function Generalist staff.
* **Corporate HR Operations Manager:**
* Lead the ***Corporate HR Operations*** and assigned as a Company authorized signatory to handle the day-to-day business operations
* Responsible for implementing / rolling-out the global / local HR policies in the Corporate Office
* Lead the implementation of Performance Management Project in the Corporate Office
* **Group Change Advisor:**
* Considered as “***Change Advisor***” for the Group through leading all Change Management programs for all Global HR Projects, and support the process of implementation and Train-the- Trainer Programs.
* PMO and planning role for all Global HR projects.
* **TQM Center of Excellence:**
* Lead the standardization process for all SOPs across all regions through the following stages:
1. Preparation Stage (Conduct kick-off Workshops, awareness sessions, communication plan)
2. Documentation Stage (Document the current as-is practices, form functional team, Identify GAP analysis)
3. Implementation Stage (Develop local implementation / roll out plans, Change Management and training plans)
4. Internal Audit / Control Stage (Follow-up, preventive and corrective actions)
5. Certification Stage
* As part of the TQM team, Mohammad is responsible for transforming the Group from National and Personal Standards Practice to the Excellence practice through participating in the following responsibilities:
1. Participating in developing TQM new tools, methods, and systems to ensure that the products and services are of the highest quality.
2. Initiating and Planning Total Quality policies, programs, and initiatives.
3. Participating in reviewing performance data that includes financial, sales, and activity reports and spreadsheets, to develop Total Quality Programs.
4. Focusing on continuous improvement for HR functions
5. Participating in managing the overall operational, budgetary, and financial responsibilities and activities of the Total Quality Management Function
6. Managing the implementation of SAP software application initiatives for HR Function within the Group.

 **Ernst & Young, Saudi Arabia, Jordan, Libya and South Africa 02/2008 – 11/2014 Assistant Manager, Business Advisory Services****Experience Highlights:** * **Quality & Risk Management**
* Leading the Quality & Risk Management aspects in many projects within EY.
* Conducting Internal Audit practice for HR Function in compliance with ISO requirements.
* Participated in attaining ISO 9001:2008 Certificate for one of the Governmental Entities in KSA through documenting the Policies & Procedures and identifying the GAP Analysis.
* **Strategic Direction (Strategy)**
* Designing the housing financing options for the Real Estate Development Fund in KSA, through designing the processes and identifying the KPIs for each financing option.
* Developed the corporate strategy for the Real Estate Development Fund in KSA.
* Implemented the corporate strategy for the Saudi Telecom Company (STC) through developing performance management system and KPIs for the whole entire functions in STC.
* Participated in Advisory project with the Government of Libya to support the National Economic Development Board (NEDB) in developing the Strategic Management of the Development Program (SMDP). This was done through developing and designing an Integrated Macro Management System (IMMS). Mohammad’s contribution was in the following work streams of the project:
* Assessing the training needs for the Macro Level, design and implement training plan (Capacity Building) for all government officials.
* Determining the Unit Cost of Capital invested in each economic activity and a comparison between this and unit Cost of Capital in similar countries.
* Assessing the current operating and maintenance systems for each sector in Libya to design systems aimed to optimizing sustainability and return on investments for each of the sectors.
* Developing a technique and criteria to be used in the process of project prioritization, the result of which were used to select and manage projects based on their level of prioritization

**The main sector which were involved in the Development Program are: Housing & Infrastructure, Utilities, Transport, Education and Healthcare.*** **Organization restructuring – Human Capital Consulting Services**
* Restructuring many organization across many industries in Government & Public Sector and Private Sector through developing the organization structure, Job description, Delegation of Authority Matrix (DOA), competency framework, Manpower Planning, Job classification, Job evaluation & Grading, Compensation & Benefits, Performance Management, Training plan and Change Management
* **Business Process Reengineering**
* Leading the Business Process Reengineering for several business transformation projects in Government & Public Sector and Private Sector through developing policies, procedures and processes for the following functions: Follow-up, Financial Controller, Legal Advisor, Public Relations, Sales & Marketing, HR & Admin, Finance, Purchasing & Inventory, Internal Audit and Business Development and Strategic Direction
* Identifying KPIs for each business process.
* **Program Management (PMO)**
* Leading the implementation of Domestic Tourism Nationalization Program in KSA: This includes a strategic roadmap, underpinning integrated delivery plan and governance model that clearly articulates all the projects and initiatives across Ministry of Labor and its entities and Saudi Commission for Tourism & Antiquities (SCTA) that will support increasing Nationalization rates in the Tourism sector to 2020.
* **Internal Audit – Johannesburg, South Africa**

**International Assignment under Mobility program (3 months Secondment)** * Being selected as one of 5 employees out of 4000 in Middle East and North Africa to represent the region and gain a broad experience in South Africa. The main roles and responsibilities are:
* Key member of a project to help a governmental entity, called ***“TRANSNET”*** to reach into a world-class standard, the roles and responsibilities are to design the best practices for processes and controls for the following different HR functions. In addition, conduct the audit over them and then report findings and recommendations
* Leading an HR Audit project to review processes and develop procedures for HR functions. The client name is ***“ESKOM”***; a South African electricity public utility, established by the Government of South Africa.
* **Transaction Advisory Services**
* Key team member in delivering many financial services related to Market Research and studies
* Key team member in developing many Market Feasibility Studies for various industries in Libya

**MMIS Management Consultants, Amman, Jordan 09/2006 - 01/2008** **Senior Business Analyst** Responsible for supporting the consultants and senior management in conducting the research and analysis for many projects in few countries, the responsibilities are: * Working on many projects related to the Human Capital Management projects in order to transform many governmental entities in Jordan and Libya into organizations that can effectively cope with the challenges ahead, by developing organizational structures, job descriptions and job classifications.
* Conducting extensive surveys, researches and further analysis for many clients in Jordan.
* Providing recommendations and conclusions.
* Participating in conducting desk research for many projects that are running overseas

**Arab Life and Accident Insurance Company, Amman, Jordan 10/2004 - 06/2005****Sales and Marketing Coordinator*** Setting appointments with the potential customers.
* Presenting all kinds of Insurance services to the clients and discussing proposals.
* Participating in developing the annual Market Plan and Strategy for the Sales and Marketing Department with supervision from the Senior Management.

**EDUCATION*****International Diploma in Business 10/2007 - 05/2008*****University of C**ambridge **in collaboration with Talal Abu-Ghazaleh College of Business Administration** ***Masters of Business Administration, MBA 10/2004 - 06/2006*****New York Institute of Technology, Amman, Jordan****Concentration: Management / Marketing*****Marketing, Bachelor of Science 10/2001 - 09/2004*****University of Jordan** **PROFESSIONAL CERTIFICATION AND TRAINING COURSES*** **The** **Chartered Institute of Personnel and Development (CIPD)** – (Level 5)
* **Organizational Project Management Maturity Model (OPM3)** / (Training course / August 2014)
* **Total Quality Management (TQM)** / (Training course / Jan 2014)
* **Project Management Professional Certificate (PMP),** (Training course / Oct 2010)
* **Certified Professional Business Process Management (P.BPM),** (Certificate / April 2010)
* **Global Professional in Human Resources (GPHR),** (Training course/ Dec 2008)
* Internal **soft skills training courses** with Ernst & Young

**PERSONAL SKILLS*** Excellent interpersonal skills building strong client relations and effective partnerships
* Highly self-motivated contributor with solid communication and organizational skills
* Highly effective under stressful situations
* Project Management Skills
* Report Writing Skills
* Training and Mentoring
* Fluent in English and Arabic
* Excellent Computer skills, Windows & Word Office, Visio and MS Project
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**REFERENCES**

*Furnished upon request*