[Bustanji.353643@2freemail.com](mailto:Bustanji.353643@2freemail.com)

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| **PERSONAL SUMMARY** | A reliable, capable and enthusiastic supervisor who is able to take on the management and coordinating duties of any leadership role. I am a confident, committed, highly qualified graduate with practical experience in HR, Training & Development, Software Development, Advanced Research, Analysis, & Strategic Planning.  Resourceful, innovative, & proactive, I combine effective communication skills with detailed knowledge to identify areas of opportunities and deliver a satisfactory outcome for the organization whilst working alone and as part of a larger team.  I am currently looking for an opportunity to further my career. |

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| **AREAS OF EXPERTISE** | * Leadership Skills | * Budgeting & Cost Control | * Programming |
|  | * Systems Analysis | * Communication Skills | * Problem Solving |
|  | * MS Access | * MS Excel | * Ability to work under pressure |
|  | * Presentation Skills | * Internal Audit | * MS Project |
|  | * Contracts Management | * Planning & Organizing | * Competence Management |

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| **CAREER HISTORY** | **2012 – 2017** | Senior Training and Competence Development Officer  National Drilling Company [www.ndc.ae](http://www.ndc.ae) |
| **Duties** | * Plans, directs and supervises the activities of assigned personnel in the Training Department. * Prepares, maintains and upgrades Training and Career Development Policies and Procedures. * Prepares the annual operating, capital and training budgets and presents to Management for consideration and approval. * Monitors and controls costs against approved budgets. * Prepares historical and statistical information upon Management request, and undertakes various studies. * Reviews and recommends improvements to the training & development for all levels of UAE Nationals. * Analyses current training activities and attainments in relation to the policies and procedures. * Prepares the Company's Training Policies and Procedures Manual and follows up on their implementation by the concerned rigs. * Follow up the training systems, records and supervise their maintenance and update. * Prepares the Company's annual training plan on the basis of verified training needs and approved budgets. * Conducts annual survey to validate the training & development effectiveness and weakness. |

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|  | **2006 – 2017** | Senior Planning & Performance Management Officer  National Drilling Company [www.ndc.ae](http://www.ndc.ae) |
|  | * Follow up and reports divisions performance to Business Support * Prepares the annual operations meetings plans * Captures and reports the operations KPIs * Defines new KPIs according to statistics and incidents * Aligns the work with Business Support Unit * Supports Operations Division in preparing their annual objectives * Generates monthly and annual Operations Activities Report * Follow up and reports Operations Performance Management |
| **ACHIEVEMENTS** | * Developed a detailed Promotion System including 25 positions in Operations. * Developed Competence Management System including 5 key positions. * Developed and implemented new automated Training & Development management system. * Developed an automated system for Contracts Management, Tracking, Compliance, and Performance. * Developed an automated system for Marine Services. * Developed several operating procedures & flow processes in Operations. * Worked on several development programs for the UAE nationals using Succession Planning programs. * Worked in a team on the development of NDC Training Manual. * Developed CAPEX & Invoicing follow up and tracking system. * Certified Internal Lead Auditor * Received many awards from NDC CEO and supervisors. * Improved the Operations QMS implementation * Participated in H.H. Sheikh Khalifa Award Excellence. * Developed an automated system ‘Manager Window’ to capture and record all Operations Meetings, Actions, KPI, Audits, Memos Register. “Performance Management” * Specialized in MS Excel& MS Access. * Basic knowledge in SAP applications. |

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|  | **2001 – 2006** | Chief IT Trainer and Coordinator  Dubai IT Academy – H.H. IT Education Project |
|  | * Training and Qualifying UAE Nationals on IT Applications (MS Office, Web Design, VB 6.0 Programming, & ICDL) |

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|  | **1998 – 2000** | Head Office Administrator  Oman International NETS (SMART Cards) - Oman |

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|  | **1996 – 1998** | Teacher Assistant  Jordan University for Women – MIS Faculty - Jordan |

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|  | **1993 – 1996** | Head Office Coordinator  Durrat al Qaem Contracting Company - Jordan |

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| **ACADEMICS** | **1988 – 1992** | Mut’ah University – Jordan – Programming & Analysis  Bachelor Degree in Computer Science |

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| **LANGUAGES** | Arabic | | Native Language |
| English | | Fluent in reading, writing, speaking and communication |

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| **INTERESTS** | Running & Reading |