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| **Summary**  A successful Master’s degree holder/ management professional with 15+ years of exceptional track record in office administration, client management and diverse business development duties handling multiple priorities, seeking a managerial position in an organization where accrued skills will significantly contribute towards mutual growth. |  |
| **Work Experience**  **Enshaa PSC**  **HR Manager**  **August 2010 till present**  Enshaa is an integrated Real Estate developer with business interests in Real Estate Development, Project Management, Construction and Hospitality.  I’ve been promoted to this role to help running the HR department, handling and managing full spectrum of HR & Administration operations. Working closely with senior management to implement HR policies and procedures; recruit/terminate employees; maintain group benefits databases. Manage personnel administration; and handle HR generalist workplace issues.  **Key Responsibilities:**   * Developing and implementing company’s policies and procedures. * Planning and organizing internal and external, locally and overseas training as per our employee’s development plan. * Delivering recruitment services including needs analysis, job posting, sourcing, interviewing, staffing, arranging employee’s offers/contracts, induction programs and joining formalities. * Monitoring employees’ performance and relations. * Developing and managing personnel compensation and benefits: (leave- payroll- medical insurance...) * Maintaining employee’s files and records * Overseeing and developing HR daily routine tasks and visa procedures. * Arranging personnel HR event and competitions in order to motivate and educate the staff. * Arranging & managing staff exit (i.e. termination and resignation) formalities. * Recognition and rewards activities. * Managing Government Relations.   **Enshaa PSC / Emirates Investments Group - Dubai, UAE**  **Coordination Manager**  **2005 - 2010**  Duties:   * The Organization is a regional real estate developer that specializes in development master planning and delivery of premium quality commercial, residential and hospitality projects. * Handling and coordinating the entire array of office operations/tasks of the CEO, ensuring smooth execution of the work flow within the given time and cost constraints. * Developing and maintaining excellent business relationship with VIP clients. * Providing administrative support including organization and daily maintenance of office communication system amongst the group. * Played a pivotal role in organizing CSR and group events attended by Ministers and top level VIPs. * Played an essential role in the research with regards to human trafficking, labor camps and workers living conditions being part of my master’s project and our group’s philanthropic activities. * Coordinating, supervising and executing comprehensive/ special events and activities for guests of varied groups and cultures. * Presiding over and participating in various board meetings, functions and events while keeping up to date with organizational missions, services, policies and programs.   **IKEA Al Futtaim - Dubai, UAE**  **PA/HR Assistant**  **2002 - 2004**  Duties:  • Administered and designed turnkey solutions for managing office functions of the GM by projecting dynamism and good governance.  • Maintained personnel records, streamlined internal communication channels to enhance employee awareness/motivation.  • Effected updates and maintained minutes of meeting/ dictation taken in order to update and track information.  • Coordinated and assisted various departments including of Public Relations and management team whilst ensuring smooth completion of the assigned work within the given time constraints.  • Oversaw employee benefit activities including allocation/maintenance of housing facilities, ensuring maintenance and hygienic management of the same, visas, security clearance and other legal procedures.  • Handled all visa related arrangements including of visa processing and renewals and processed documents for new/renewal of work permit/service contract. Managed the documents of the staffs including of salary certificates, salary transfer letters, driving license, personal car registration/ renewal, embassy letters, etc.  • Evaluated maintenance contracts, liaised with contractor for periodical service visits and request for additional service requirements.  **Al Hartha Trading Co - Baghdad, Iraq**  **Executive Administrator**  **1999 - 2002**  Duties:  • Supported the seniors with a variety of administrative duties including of preparation of invoices, tenders, offers and purchase orders, documentation, employee hiring, and creating effective administrative procedures.  • Established, updated and maintained manual and automated filing systems for confidential and administrative files in order to update and track information.  • Maintained spare parts lists, commercial/technical documents for bidding and contracting process and regularly followed up on the contracts for offers, ensuring completion of the work within the defined budgetary guidelines.  • Efficiently performed translation of documents, letters and memos from English to Arabic and vice versa. Assembled collectively the difficult non-translatable words, fabricated a word list researching the meaning for quick further reference.  • Established relationship with key clients including of ministries and companies, liaised and resolved complex issues as well as implemented process improvements to maintain high level of customer satisfaction.  • Prepared various reports (e.g. monthly reports, statistical reports) in order to provide quick and accurate business overview. Gathered and summarized data for briefs, reports, and correspondence. | **Educational Qualifications**  **CIPD Associate – DHRM**  Bradfield Group  2016 – ongoing  **Professional Diploma In Human Resource Management**  Dubai University  2015  **MSC in Strategic Project Management**  Heriot Watt University  2014  **BSC in Science, Biology**  University of Baghdad, Iraq  1993  **Technical & Personal Skills**  • Word, PowerPoint, Outlook & Mind mapping  • Excellent Communication  & Problem Solving Skills  • Multitasking  • Organized  • Punctual & Reliable  • Flexible & Adaptable  • Motivated & Ambitious  • Team Spirit  **Languages**  • English & Arabic  **References**  Available upon request |