****RAHAB**

**RAHAB.367569@2freemail.com**

**CAREER OBJECTIVE**

HR administration experience; passionate about the hospitality industry & would like to apply my professional qualifications, experience & skills to a generalist HR administrator role which offers new challenges & responsibilities, with career development opportunities.

I respond well to a challenge & remain professional, confident & good-humoured under pressure. I am an excellent communicator at all levels; friendly, receptive & highly approachable. I am well-travelled, adaptable & personable; with an excellent ability to develop & maintain relationships. Outgoing & enthusiastic; always providing a high level of Customer Service.

***Recruitment Administrator /Executive***

**Jumeirah Recruitment Group – Dubai Shared Services**

**Cross –training – Completed**

* Overview of Recruitment Function
* Recruitment Centre-Service Level Agreement
* Recruitment Centre- Service Level Catalogue
* Recruitment Centre Dashboard
* Registration & English Assessment
* Scoring & Decision Making after assessments
* Recruitment Team site update
* Sniper hire Training(Job Posting, Sourcing)
* Interviewing & Job offer, Letter of Intent, talent bank
* Recruitment Strategies
* Recruitment Agency Handling
* Closing Vacancy Procedure
* Candidate shortlisting and Job Specifications

***Human Resources Administrator* March 2015 to present**

**Human Resources Department**

**Jumeirah International, LLC**

**Wild Wadi Waterpark, Dubai, UAE**

* Manning the reception, managing and redirecting phone calls to concerned person/department.
* Book meeting rooms; keep track of incoming and outgoing letters and other documents.
* Attend the weekly Group and Events Meeting and report back any relevant information to the department.
* Do One Month Chat for the newly hired colleagues and organize exit interviews for leaving employees.
* Keep the HR notice boards and any other communication medium up to date on daily basis.
* Replenish and update various HR forms
* Maintain up to date files ensuring that filing is completed on a regular basis, including sending relevant files and documents to HR Admin Filing
* Ensure communication of daily news and important information (e.g. birthdays, colleagues’ medicals) and special events (e.g. National Days, colleague events).
* Process purchase requests and store requisition as required.
* Organize & record minutes of the monthly HR meeting.
* Ensure all filing and tracking of data (e.g. Disciplinarians, Probationary Appraisals, Next care claims) is up to date.
* Distribute mail and pay slips.
* Check the HR pigeon box regularly to ensure the flow of internal mail is timely
* Perform any related duties and special projects as requested by the HR Manager / Assistant HR Manager, ensuring the smooth and efficient running of the HR department
* Assist with all colleague queries and telephone calls that come through the office and direct them to the relevant HR colleague where necessary
* Handle confidential matters/information with the appropriate level of sensitivity
* Ensure that the office is well-kept and that all equipment’s in HR office are well maintained to ensure maximum productivity.
* Read the HR policies on a daily basis to keep myself updated.

***Lifeguard/Rescuer***

**Jumeirah International LLC**

**Wild Wadi Water Park**

**Operation department November 2011 – march 2015**

* Welcome guests to the park following the Jumeirah hallmarks.
* Render first aid on emergency situation immediately if it may arise within my reach.
* To exude a friendly, helpful & cheerful attitude while communicating effectively with our guests and fellow colleagues in order to support the Jumeirah vision, guiding principles, Hallmarks & Wild Wadi water park mission statement.
* To completely satisfy each guest by greeting & helping them while maintaining a professional appearance at all times.
* To be knowledgeable of all areas in the park so as to help our guest in case they need any help.
* Making sure the guest leave with a memorable experience that will bring them back
* Colleague of the Month October 2013
* Exceed in Ellis & Associate Lifeguard Audit
* Attending Sunday Fun Day (Special Kid’s day at Wild Wadi)

**OTHER RELEVANT TRAINING**

* HACCP (Hazard analysis critical control point
* MS outlook training
* Be the Difference (telephone skills)

**EDUCATIONAL ATTAINMENT:**

ABC COMPUTER COLLEGE 2004

* Certificate In computer packages
* Adobe page maker

**INTRAGLOBAL TRAINING INSTITUTE** 2003 Nairobi, Kenya

* Air fares & ticketing
* General tourism knowledge
* Tour packaging
* Customer service
* Business environment of travel and tourism industry
* Travel formalities
* Air transport essential technology in travel industry