# **Katrina**



# [**Katrina.369398@2freemail.com**](mailto:Katrina.369398@2freemail.com)

CAREER HIGHLIGHTS

* HR professional with over 7 years of achievements in the UAE across multiple industry sectors including Corporate office MENA Region, Hospitality (4\*\*\*\*), Real Estate, Business Centre, Maintenance Services, Travel / Tourism and Maritime
* One of the pioneer employees since the foundation of OBK Group of Companies, contributed in the significant growth of the company and its subsidiaries
* Achieved successful career progression in the UAE corporate world from HR Assistant to HR Manager and then Group HR Manager
* Achieved successful career progression in the Philippines from Assistant International Account Officer to Supervisor then Customer Service Manager

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| **AREAS OF EXPERTISE** |  |
| * Vision, Strategy & Execution | * Recruitment & Retention |
| * Strategic Planning & Analysis | * Compensation & Benefits Administration |
| * Government Authorities Relation | * Payroll Administration & Budget Planning |
| * UAE Labor Law & Immigration | * Talent Acquisition & Training |
| * Employee Relation Management | * Performance Evaluation & Development |
| * Conflict Resolution | * HR Compliance |
| * Team Management | * Performance Related Pay |
| * Change Management | * Process Improvement |

**WORK HISTORY**

**Group Human Resources Manager November 2014 – March 2017**

**OBK Investment Group Dubai, UAE**

* Lead and direct all the activities of the Human Resources Unit
* Plan, design and implement HR policies and programs that are aligned with the functional objectives and company growth strategies
* Initiate and execute strategic plans to support the business growth as well as promote a unified corporate culture
* Contribute to the corporate structure, vision, and employee accountability by updating job requirements and job descriptions for all positions
* Formalize procedures by developing a recruiting, testing, and interviewing process, advising managers on candidate selection; conducting and analyzing entry and exit interviews; recommending changes
* Optimize hiring practices by recruiting, selecting, orienting, and training employees
* Prepare employees for assignments by conducting orientation & training programs
* Compensation and benefits administration
* Collect and provide periodical updates from the government authorities on all labor and immigration rules to keep abreast of the changes in the rules and procedures
* Ensure planning, monitoring, and appraisal of employee work results by training managers to coach and discipline employees; hearing and resolving employee grievances
* Maintain historical employee records and documentation by designing a filing and retrieval system; keeping the past and current records
* Develop an annual staff performance review process, including training for supervisors
* Identify gaps in training and develop programs to meet the needs of the management and employees
* Complete monthly payroll processing and coordinate with Accounts to ensure accuracy
* Develop and maintain professional communication procedure and HR counselling to promote high morale and unified goal-setting
* Lead the HR team in developing organizational effectiveness by improving standard operational procedures
* Lead and support the Board/Executive Chairman in executive compensation and benefits and company-wide talent management/succession planning
* Lead or oversee teams working with HR on various people’s initiatives

**Human Resources Assistant Dubai, UAE**

**Millennium and Copthorne Hotels MENA March 2013 – November 2014**

**Millennium Airport Hotel Dubai (4\*) February 2010 – March 2013**

* Carry out multiple responsibilities promoting organizational effectiveness, harmonious employee relations, training, benefits, and executive administration
* Contribute to the development and execution of HR policies and processes across corporate offices in the Middle East
* Provide HR counseling at all levels on HR policy, legal requirements, staffing issues
* Compensation and benefits administration
* Coordinate with affiliated agencies in sourcing manpower requirements
* Assist in recruitment and onboarding personnel including preparation of offer letter, employment contract, orientation, training, logistics, accommodation, bank account opening, ID and uniform issuance
* Ensure reference checks are conducted for all staff
* Payroll Administration and Budget Forecast Preparation
* Facilitate and coordinate social and community activities
* Assist on employee relations and conflict management
* Maintain HR filing system with strict confidentiality
* Facilitate employees’ exit procedure, visa cancellations, clearance resulting from resignation or termination based on the company policy & procedures
* Conduct periodic staff performance evaluation
* Ensure proper information dissemination and communication at all levels
* Implement disciplinary action for the erring colleagues
* Carry out any other reasonable duties and responsibilities as assigned

**Customer Service Manager (Promoted) November 2008 – January 2010**

**Ventaja International / Advantage Products Corp. Philippines**

* Lead the Customer Service Department activities and services
* Develop order processing and customer support procedures
* Recruitment, development and training of new employees
* Conduct periodic staff performance appraisal
* Customer service and client relationship management
* Sales report and presentation
* Internal and external communications
* Organize departmental work schedule

**Customer Service Supervisor (Promoted) June 2008 – October 2008**

**Customer Service Staff / Technical Support Staff March 2005 – May 2008**

**Assistant International Account Officer June 2005 – January 2006**

**Ventaja International / Advantage Products Corp. Quezon City, Philippines**

* Acting Assistant to the Sales Director
* Resolve wide range of complex issues from authorized international outlets/clients
* Conduct training, sales reporting, monitoring and presentation

**Network Administrator/ Financial Security Planner Oct. 2003 – January 2005**

**Manulife, Makati, Philippines**

* Network and Database Administrator of North Summit and Financial Consultant Group
* PC hardware/software trouble shooting and Programming

## EDUCATION Bachelor of Information Technology (Dean’s Lister, 2000-2003 Trimester)

## Major in Web Design and Programming

AMA University, Sta. Mesa, Philippines

COMPETENCIES

* Oasys system, Opera
* ERPNext
* Windows 9x, NT, 2000, Me, XP, 7, 8, 10
* DOS-based Programming (PASCAL, C-LANG, C++, COBOL and FOXPRO)
* HTML, Javascript, VBscript, PHP and ASP
* Visual Basic 6 Programming, MS SQL, MS Access
* UNIX Programming
* Macromedia Flash, Dreamweaver and Adobe Photoshop
* Linux and Mac Operating System
* Strong Leadership and People Management Skills
* Languages: English, Mandarin, Fookien and Filipino

## CERTIFICATION MCP Certified (Windows 2000 Professional and Advanced Server)

Certification of Completion in CISCO 1 and 2

EJARI Training Program Completion in DREI