

**Jasmine**

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**HUMAN RESOURCES MANAGER**

**PROFESSIONAL SUMMARY**

* **Over 17 years of total experience,** of which more than **14 years in the field of Human Resources Management** workingclosely with Company Owners, Board Members, CEO and General Managers and 3 years of distinctive contribution to ISO Management Systems as a **Management Representative,** for obtaining and managing the ISO Certifications (ISO 14001:2004 Environment, ISO 9001:2008 Quality and OHSAS 18001:2007 Occupational Health & Safety).
* **Accomplished experience in Corporate HR management**, including Staff Resourcing and Retention, On Boarding,Compensation and Benefits, Training & Development, Organizational Development, Performance Management, Job Evaluation & Job Descriptions, HR Policies, Talent Management, Mediation & Conflict Resolution and Implementation of HRIS System.
* **Demonstrated success in Human Resources Development**, including experience in developing corporate policies,developing job profiles, developing performance management system based on a professional appraisal and developing employee relations systems.
* **Expertise across variety of other HR sub-functions**, including, Administration, Facilities Management and Insurance,Security and Office Procurements.
* **Extensive experience in Kuwaiti labor law for Private Sector**.
* **Highly successful at formulating and implementing optimum HR and Administrative standing orders** for theorganisation, operational policies, planning & implementing effective control measures to improve performance and reduce running costs of the unit so as to ensure smooth and uninterrupted flow of events.
* **Skilled in handling large workforces**, maintaining peaceful & amicable work environment in the organization andinitiating measures for the benefit of all in the organization.
* **Focused and pragmatic with excellent interpersonal and communication skills**; competent to work in highly diverseenvironments with people from varied backgrounds; popular team worker with leadership traits.

**HR SKILLS**

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| **Strategic Planning & Management** | **HR Policies & Procedures** | **Staff Resourcing & Management** |
| **Compensation & Benefits** | **Training & Development** | **Performance Management** |
| **Job Evaluations & Job Descriptions** | **HR Program/Project Management** | **Organisational Development** |
| **HRIS Technologies** | **Employment Law/Legal Compliance** | **General Administration** |
| **Employee Assessment/Profiling** | **Employee Relations & Welfare** | **ISO Processes & Compliance** |
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|  | **ORGANISATIONS** |  |

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| **1. Arabian Motors Group W.L.L., Kuwait:** | **May 2014 - Present** |

**Arabian Motors Group** is a limited liability Kuwaiti Company which possesses the exclusivefranchise and rights for sale and distribution of **Ford** and **Lincoln** vehicles in Kuwait, with showroom and garage facilities in Shuwaikh, Ahmadi and Jahara and workforce over 550.

**Designation: HR Manager**

Direct Reporting to Executive Director/General Manager & Indirect Reporting to Managing

Director

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| **2. Hayat Communications KSC, Kuwait:** | **Dec 2003 - Apr 2014** |  |
| Hayat Communications Company KSC is a publicly listed company on the Kuwait Stock |  |
| ***(Total Years - 10.4)*** |  |
| Exchange focused on the communications industry. Hayat is a service provider for the |  |
| design, supply, build and management of various types of fixed line and wireless networks, |  |  |
| namely the mobile industry, fiber roll-out, security and surveillance. |  |  |
| **Designation: Human Resources & Personnel Administration Manager** | **2009 - 2014** |  |
| Reporting to Managing Director and Corporate Chief Resources Officer |  |  |
| **Designation: HR & Administrative Projects Manager** | **2006 - 2009** |  |
| Reporting to Managing Director |  |
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| **Designation: HR Executive** | **2003 – 2006** |  |
| Reporting to Managing Director |  |
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| **3. Aqua (India) Technologies, India:** | **Jun 1999 - May 2003** |  |
| **Designation: HR & Administrative Officer** |  |
| ***(Total Years - 4)*** |  |
| Reporting to HR Head |  |
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***IN MY JOB I WAS ACCOUNTABLE FOR* ….KEY PERFORMANCE AREAS**



**HR STRATEGIC PLANNING & MANAGEMENT:**

* Conceptualizing & implementing strategic HR plans/policies for development and accomplishment of designated HR targets/ strategies revolving Organization Development.
* Planning the various needs of human resources and preparing the budget estimates of their own.
* Developing & implementing strategies for screening/ recruitment & retaining talent.
* Commanding, controlling & coordinating manpower planning and ensuring a healthy working environment.
* Formulating training policies and presentation to executive management.
* Liaising with government departments, public and private organizations.
* Coordinating & liaising with management for providing reports & feedback on HR process for strategic decisions.



**RECRUITMENT & SELECTION:**

* Understanding, analyzing and planning manpower requirements in coordination with the heads of different functional and operational units; also preparing the budget estimates for recruitment.
* Managing the entire recruitment life-cycle for sourcing the best talent; carrying out interviews, recruitment, induction program, discipline, policies for new joining etc.
* Recruitment of technical/non-technical & specialized staff; from lower levels to very Senior positions.
* Designing and maintaining smooth running of customized application for **Manpower Planning**\*; an application for Manpower projection, requisition, allocation & other activities related to Manpower.
* Strategic planning/deployment of surplus/ideal manpower.
* Managing the Organizational Structure in line with the Business Plan.
* Formulation, Implementation & Management of **JD's Manual**\* for various positions.
* Strategic resource planning including; employee retention and succession planning.



**PAYROLL MANAGEMENT:**

* Managing payroll processing functions like computation of salaries, attendance, leaves, overtime, arrears & deduction, employee code creation, updating personal details, etc.
* Understanding & applying wide variety of policies, procedures and regulations relating to payroll operations and functioning of computerized payroll on MIS System.

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**COMPENSATION & BENEFITS:**

* Planning, directing and managing Compensation & Development activities of the company to maximize the strategic use of HR.
* Devising/streamlining & implementing the **Compensation Policies and Procedures\*** as per the Management strategy & for smooth functioning of the Compensation & Benefits system; while analysing & improvement where ever required.
* Analyzing, revamping & implementation of **Gradation & Salary Structure\*.**
* Managing the benefits: HRA, Leave, Transport, Medical, Workmen’s Compensation, Bonus, Allowances, Incentives,

Utilities etc. on annually/appropriate basis.

* Devising/ streamlining and implementation of job evaluation, sizing, grading structures, job families & benchmarking with survey benchmark.



**PERFORMANCE MANAGEMENT:**

* Developing and implementing **Performance Appraisal System\*** for all positions including C Levels, Directors, Technical Staff and Support Functions at a Corporate level; for Hayat offices in Kuwait, Dubai & India.
* Formulating a **complete series of KPIs\*** with related formulas, unit, rationale, weightage, review frequency, information resource, monitoring & measuring methodology.
* Developing and implementing a **Bell Curve (Forced Distribution Ranking System)\*** for objective & meaningful performance assessment, promotions, job enlargements, rewards, incentives etc.
* Conducting workshop and training for the employees on performance management and appraisal process.
* Establishing framework for substantiating the Performance Management linked to Reward Management.
* In sync with the company’s strategy, development of an **Employee Incentive Scheme\*** with Long Term and Short Term Incentive Plan.



**TRAINING & DEVELOPMENT:**

* Identification of employee Training needs following the appraisals by filling out the Personal Development Plan for every employee.
* Preparing **Training Calendar\*** based on the Training Analysis; for technical and soft skills trainings.
* Coordinating with various departments and external agencies for conducting the Training Programs.
* Assistance in negotiating with the Vendors/Training Institutes for various programs and developing plans.
* Conducting analysis and effectiveness of the Program and Training.
* Promoting and implementing of **On-Job Training (OJT)**\* program.
* Succession Planning: As per corporate HR initiatives, implementing High Potential concept in the organization and participate in interviewing selected internal candidates for high-potential selection process, recommendation to corporate offices in consultation with Country Management for sending final candidates for high potential candidates for consideration and development programs.
* Building competence and preparing the organisation for current and future operational requirements.



**OPERATIONAL HR:**

* Handling all HR aspects from “recruitment to retirement” and to ensure a high state of morale.
* Conducting Employee satisfaction surveys.
* Ensuring that all transactions & reports are processed as per the internal procedures & guidelines.
* Employee counselling and mediation; dispute resolution.
* Undertaking Employee Welfare functions and up-keeping of Morale & Motivation of Employees.
* Explaining the policies and procedures relating to recruitment and staff, and administrative services to managers of departments and sections, and then the staff and overseeing the proper implementation.
* Proven experience in handling:
  1. Employee Relation/Retention
  2. Wages/Salary Administration
  3. Labour Compliances in line with the country’s law



**GENERAL ADMINISTRATION:**

* Formulating and implementing administrative policies, systems and procedures at micro and macro levels.
* Handling all insurance policies: including review of insurance requirements, proposals, renewals and approvals.
* Implementing Time & Attendance system, analysis and reporting department-wise productivity and man-hour losses.

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* Implementing cost effective voice/mobile line solution aligned with the in-house communication needs and customised package from the mobile operators.
* Ensuring effective maintenance of facilities for office infrastructure, maintenance, security, vehicle parking needs and solution.
* Managing the employee accommodation facility to include all employee movement, maintenance, safety, security and labour accommodation compliances; that houses 400 + employees.
* Vendor Management for all HR & Administration essentials.



**ISO MANAGEMENT: CORPORATE ROLE TO INCLUDE LOCATIONS KUWAIT, DUBAI & INDIA – Hayat Communications:**

* Handling the entire ISO Systems being the Company’s nominated **Management Representative\*.** At a Corporate Level, heading the **Integrated Management System\*** for offices in Kuwait, India & Dubai; solely being responsible to obtain and maintain ISO Certifications; to include ISO 14001:2004 Environment, ISO 9001:2008 Quality, OHAS 18001:2007 Occupational Health & Safety.
* Developing ISO Integrated Procedures, Safety Health Environment & Quality Policy, Scope and Work Instructions.
* Providing leadership, direction, coordination, communication and coaching towards ISO Policies, Procedures, Compliances and Audits.
* Lead Internal Auditing; conducting highly diverse audits, reporting non-conformances, root cause analysis, corrective actions and preventive actions.
* **Process Mapping and developing Work Procedures**\* for the entire organization and its departments. Provensuccess validated by certificates of recognition and letters of recommendation from the organization and external auditors.

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|  | **EDUCATION** |
|  **Master’s Degree** |  **Bachelor’s Degree** |
| English | HR & Office Management, Data Management, |
|  | Industrial & Organizational Psychology |

* **MBA in HR - University of Leicester**

(Final Desertion)

**COURSES/TRAININGS**

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|  | Project Management (PMP) |  | Executive Leadership Skill |
|  Management & Supervisory Skills | |  | Risk Assessment |
|  ISO 9001 :2008 Awareness Course & Internal | |  | ISO 14001:2004 Awareness Course & Internal Auditor |
|  | Auditor Training |  | Training |
|  | OHSAS 18001 :2007 Awareness Course & |  Emergency Preparedness & Response & Legal | |
|  | Internal Auditor Training |  | Requirements |
|  Integrated Management System Internal Audit | |  E Office - MS-Outlook, MS-Word, MS-Excel, MS-Power | |
|  | Training |  | Point, MS-Visio, MS-Projects, MS-Publisher |

**PERSONAL DETAILS**

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|  Date of Birth: 4th May, 1978 | |  | Languages Known: English & Hindi |
|  | Nationality: Indian |  | Kuwait Visa status: Residency; Transferrable 18 No. |
|  | Sex: Female |  |  |

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