**CATHERYN**

[**CATHERYN.371567@2freemail.com**](mailto:CATHERYN.371567@2freemail.com)

**EXECUTIVE SUMMARY**

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| * Talent Acquisition * HR Services/Operations * Employee Relations * Orientation/Onboarding * Payroll * Employee Engagement * HRMS/HRIS Technologies * HR Polices/Procedures * Personnel Management * Performance Management * UAE Labour Laws * Office Administration | **Accomplished Human Resources Professional (Generalist)** – 9+ years of experience in the **United Arab Emirates and Middle-East (GCC)**. Catheryn has a background in **Retail/Hospitality/Trading and Distribution/ Furniture/ Interior Fit Out/Foreign Exchange/Real Estate/Facility Management/Film and Cinema (Exhibition and Distribution).**  **Skilled & thorough researcher** – eager to dive into, grasp & synthesize scope towards creating, facilitating and achieving the projected goals.  **Articulate communicator & attentive, active listener** – possesses exceptional verbal, collaborative skills as well as solid interpretive, mentoring, counseling & coaching capabilities delivered through motivational style to understand needs & concerns of people. |

**PROFESSIONAL EXPERIENCE**

**BINHENDI ENTERPRISES**

**HR Manager (October 2012-till date)**



Operating since 1974, **BinHendi Enterprises is one of the UAE’s leading and most respected business conglomerates** engaged in general trading, hospitality, fashion, real estate, watches and jewelry, construction, media and advertising. Over the years, the group has successfully introduced many world-renowned high class brands to the UAE.

* Recruiting and staffing
* Organizational departmental planning
* [Performance management](http://humanresources.about.com/od/glossaryp/g/perform_mgmt.htm) and improvement systems
* Organization development
* Employment and compliance to regulatory concerns regarding employees
* Employee on boarding, development, needs assessment, and training
* Policy development and [documentation](http://humanresources.about.com/od/glossaryd/g/documentation.htm)
* Employee relations
* Company-wide committee [facilitation](http://humanresources.about.com/od/glossaryf/g/facilitation.htm)
* Company employee and community communication
* Compensation and benefits administration
* Employee safety, welfare, wellness and health
* Employee services and counseling

**Achievements**

* Generated average of Dhs. 2.5M per year net worth in recruitment for the whole group
* Conducted research on salaries of comparable jobs and the benefit options offered by competitors in order to identify optimal pay structures and benefit packages.
* Key member in SAP implementation and roll out
* Key member in companywide restructuring alongside with Mckinsey consultancy

**Emirates International Facility Management**

**(DAS Holding subsidiary), Abu Dhabi, UAE**

**Sr. Human Resources Officer (April 2010-September 2012)**





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| Emirates International Facility Management LLC **(EIFM)**, a subsidiary of Das Holding Group of Companies ([www.dasholding.ae](http://www.dasholding.ae/)), is an Abu Dhabi based facilities management company that offers facilities management for the UAE business community. EIFM has adopted the American school for its setup by offering multiple services including both soft and hard services. EIFM balances safety, cutting edge features, and a positive atmosphere for all its customers. Our services will be provided with unmatched levels of customer service and attention. |
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* Skilfully handled employee records, presented benefit packages and distributed training schedules. Developed, monitored the performance of multi-skilled work force and ensured smooth implementation of HR policies for manpower planning, recruitment, selection, induction as per acquisition plans of the organization.
* Single point of contact (SPOC) for all recruitment needs of the segments, to prepare the org structure in sync with segment leads and solely responsible for recruitment across the board/levels in coordination with the recruitment team.
* Determined formal/informal communication strategies within the organisation to ensure proper communication between HR & candidates.
* Held responsible for sourcing, interviewing and screening professionals for assigned positions, through various techniques including and mining databases.
* Efficiently handled record management functions including Employee details update, employee data maintenance for salary purpose and resolving all queries related to workflow, entitlement & leaves and also conducted exit interviews.
* Held accountable for administering payroll & wage management functions for employees in strict adherence to statutory requirements pertaining to Gratuity and end-of-service benefits.
* Maintained a flawless communication with employees, for timely resolution of employee grievances and harmonious working environment; Managed employee relations and staff welfare issues.
* Planned human resource requirements in consultation with heads of different functional & operational areas and conducting selection interviews.
* Organized training and development programs for managerial as well as non-managerial employees.
* Interacted with finance payroll for employees remuneration matters, proactively involved in HR strategies, budget planning, manpower planning. Coordinated with internal and external stakeholders to advice on the company’s HR strategies and policies. Implemented disciplinary standards for minimizing violations of rules & regulations.
* Identified training gaps and inculcated professional competencies amongst the staff enabling their professional development and adding value to the organization’s human resource.

**Achievements**

* Successfully mobilized 700 personnel (office boys, cleaners, skilled workers) to various clients/projects with proper induction and safety procedures.
* Implemented various HR initiatives that includes but not limited to Internal Job Postings, Appreciation Cards for Superb Performers, Employee Referral Scheme, HR Dashboards, Welfare activities, etc.
* Created and implemented full policy and procedure manual
* Key member in acquiring ISO accreditation

**Gulf Film/ Grand Cinemas (now Novo Cinema),**

**Dubai, UAE**

**Human Resources Executive (September 2007 –**

**April 2010)**

 

Gulf Film was established in 1989, a film distributor of major studio productions and independent movies in both Arabic and English to audiences across the region. Gulf Film distributes and exhibits over 150 titles – one out of every two films distributed to the region – cementing its position as the leading distributor in the Middle East by far.

Recognizing the potential of film exhibition, Gulf Film in 2000 expanded its industry portfolio with the creation of Grand Cinemas. Re-inaugurated in 2014 as Novo Cinemas, it is today the largest chain of theatres in the Middle East. In 2012, Gulf Film was acquired by Elan (formerly known as Qatar Media Services or q.media).

Gulf Film and Novo Cinemas aim to offer a comprehensive range of film and entertainment services to existing and new markets. The combination of Elan, Gulf Film and Novo Cinemas creates a regional powerhouse in entertainment that will provide the latest in film innovation and set worldwide standards in the area and beyond.

* Manage personnel files of 700 staff of all Grand Cinema Branches, including Gulf Film staff.
  + Pre-Employment record- Resume, Application form, Photo, Certificates copy, Diploma copy, Assessment Record;
  + Employment record- Passport copy, Visas copy, Leave Request, Leave Calculation, leave entitlement/ leave balance, Annual Air ticket copy, Copy of cheque vouchers received, Emergency Notification Form, Memos
  + Post-Employment record- Resignation letter/Termination letter, Exit Interview form, Gratuity Calculation, Labor card & Visa Cancellation copy
* Maintain and ensure the legality of 14 branches in UAE
  + Monitor all the government license expiry date – Trade License, Chamber of Commerce, Ministry of Information/Advertising License, Civil Defense, Immigration & Labor Card
  + Expiry date of Establishments Tenancy Contract & Staff Accommodation Tenancy contract
* Co-ordinate with PRO’s regarding the nearly expiry documents for renewal.
* Provide utmost support to PRO with regards to required funds & documentation.
* Liaise PRO from time to time for update in all under process legal documents.
* Handle department petty cash and replenishments of funds with Finance Department on weekly basis
* Collate information from staff as necessary for record purposes
* Process and maintain documentation relating to staff.
* Maintain HR-related records in terms of visas, review dates, attendance, etc.
* Process monthly payroll for all employees
  + Gather all attendance record of all employees from the access control report (finger scan system)
  + Collect the monthly schedule per department (Cinema location on shifting schedule)
  + Accumulate records of staff went on leave or filed leave during the month (sick, annual, emergency & compassionate)
  + Prepare monthly attendance report for all employee and submit it to Finance for salary preparation
* Calculate overtime pay for requesting employee/s
* Extract information from files and records as required for reporting purposes.
* Ensure to safe keep company held passports and labour cards
* Involved in recruitment procedure.
  + Sorting applicants resume in recruitment website based on their qualification.
  + Calling qualified applicants.
  + Conduct examination & interviews.
  + Briefing newly hired staff.
  + Assess staff on probation
  + Processed visas for successful trainees.
* Promote employment opportunities, internally and externally
* Review applications of candidates and interview to evaluate suitability and follow through in terms of employment or rejection
* Follow through employment process on staff, including letters of appointment, references, etc.
* Organized induction & orientation programs for new employees
* Conduct performance review.
* Organize training for staff, as instructed
* Explain company HR policies, benefits and procedures and deal with staff queries, as appropriate
* Arrange air tickets for all the staff scheduled on leave
  + Getting quotation to all our contact travel agency for comparison
  + Book staff ticket according to company policy (country of origin & cheapest air fare available)
* Prepare leave salary / gratuity entitlement following UAE labour law
* Write policies/memos matching on the needs of the company
* Customize Human Resources forms base on the company needs.
  + Employee’s Application Form – all kinds of request (sick leave, annual leave, compassionate leave, emergency leave, reporting back to work, passport request, and medical reimbursement. Etc.)
  + Leave & Gratuity Calculation form
  + Employment Change Form – change in employment status, salary revision, location transfer, department transfer.
  + Disciplinary Form – warning letter & termination letter, sanction and disciplinary measure.

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**Achievements**

* Played a key role in formulating HR activities and HR start-up for the successful launch of new division.
* Recruited staff in timely manner reducing attrition by 15%.

**ACADEMICS & PROFESSIONAL CREDENTIALS**

* **Bachelor of Science in Commerce** major in **Business Management,** Manila Philippines graduated 2001
* **Interviewing Skills (for Recruitment and Selection)** Abu Dhabi UAE, 2012.

**COMPUTER SKILLS**

* Well versed with MS-Office (Word, Excel and PowerPoint) and Internet Applications
* HRIS/ERPs: SAP HR

**PERSONAL DOSSIER**

* Nationality : Filipino
* Date of Birth : 18 September 1980
* Languages Known : English and Tagalog
* Driving License : Valid UAE driver’s license
* Visa : Residence Visa (company sponsorship)