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**Desmond.371575@2freemail.com**

 **Desmond**

**Specialist in Human Resources Management**

**Objective:**To secure a position as a Human Resources Director in the Hospitality industry, that enables me to use administration and training skills I have obtained through my education and work experience, thus leading the employee development programs and other activities to help the organization grow.

**Job Synopsis:**  Planning, developing and implementing strategy for HR management and development which includes… recruitment and selection policy/practices, discipline, grievance, counselling, paying and conditions, contracts, training and development, succession planning, moral and motivation, culture and attitude development, performance appraisal and quality management issues. (In-depth knowledge & experience with pre-opening projects).

**SUMMARY OF EXPERIENCE & EXPERTISE**

* More than 20 years of experience in the Hospitality Industry (specializing in HR / Training & Q.H.S.E.)
* Guiding management and employee actions by researching, developing, writing, and updating the **P&P**
* Developing organization strategies by identifying and researching human resources issues
* Contributing information, analysis, and recommendations to organizations’ strategic direction
* Establishing human resources objectives in line with organizational objectives
* Excellent pre-opening knowledge and training staff to comply with standards of expectation
* Highly knowledgeable with Policies & Procedures of HR, Training & Q.H.S.E.
* Remarkable ability to lead, guide, direct, develop and motivate people at all levels
* Excellent verbal and written communication skills
* Skilled in handling the public with diplomacy and professionalism.

**My present Job profile and its day to day Responsibilities in general:**

**Manpower Planning**

* Forecasting manpower requirements for the new projects based on the business Objectives.
* Rationalization of positions as required for manpower staffing as per the project requirement.
* Implementing and ensuring the compliance of systems for raising manpower requests from Dept.’s
* Ensuring and facilitating in drafting appropriate Job Description for all positions on the project.

**Recruitment and Selection**

* Drafting and releasing of advertisements for recruitment in cost efficient strategies.
* Sourcing of recruitment consultants (Both at UAE and overseas) for compliance.
* Ensuring that all the offers / appointment letters are sent on time to the selected candidates.
* Liaising with PRO’s for complying with the legal formalities for smooth functioning of the business.
* Organizing / conducting induction programs for all the new employees for legislative compliance.

**Training and Development**

* Identifying the training and development needs, in conjunction with the business and with HOD’s.
* Releasing of Annual training calendar through the Training Manager and Departmental Trainers.
* Identifying Internal and External Trainers ( sourcing out external training solutions for compliance)
* Analysing, Evaluating, verifying & validating the training Modules that are relevant to business
* Implementing strategies for employee training records to be documented for legislative compliance

**Performance Management**

* Guiding /conducting appraiser’s training at the start of the annual appraisal process.
* Facilitating appraisers in identifying **SMART** Goals for their direct reportees.
* Ensuring recommending & implementing guidelines for increment / promotion/salary revision etc...
* Ensuring that all the staff has a career plan with development needs and milestones.
* Ensure that incentive schemes etc.…, is conducted as per the establishment’s objectives.

**HR Policies /practices / grievances & disciplinary procedures.**

* Ensuring all employees are aware of the Employment Policies. ( through Employee handbook, )
* Clarifying any queries raised by employees on the application of the HR Policies and benefits.
* Recommending / suggesting appropriate changes to HR policies as deem fit to the Management.
* Ensuring that all the communication meets (proposed) by the management are organized
* Developing Monthly Human Resource Information System (HRIS) & communicating them.
* Implementing HR Practices like employee satisfaction survey /compensation surveys etc.…
* Recommending and implementing assessment centres / development centers.
* Implementing appropriate & concrete grievance and disciplinary Procedures for employee satisfaction.
* Selecting & recommending senior management team member for any diplomacy proceedings
* Responsible to ensure that all the disciplinary proceedings are held as per the guidelines.

**Leadership/ Management & Building the right culture**

* Reflecting and promoting professionalism in all aspects of the establishment.
* Actively encouraging open lines of communication to all staff of the establishment.
* Managing time as appropriate to the needs of the management thus supporting the operation.
* Championing the practices of the establishments values and culture
* Ensuring all employees are treated with respect and courtesy
* Recommending / implementing employee recognition schemes for motivation & staff retention.

**PROFESSIONAL EXPERIENCE**

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| **PERIOD :** | **POSITION :** | **PLACE.** |
| Nov. 2016 till date | Human Resources Manager **(pre-opening)** | Gloria Downtown Hotel Abu Dhabi (U.A.E.) |
| June 2014 to Oct 2016  | Manager-Human Resources & Training | Al Wasita Emirates Group Abu Dhabi. (U.A.E.) |
| Mar. 2012 to May 2014 | Human Resources Manager **(pre-opening)** | Eden Hospitality Pvt. Ltd. ( India ) |
| Feb. 2008 to Feb. 2012 | Training & Development Manager | Shaqab Abela Hospitality Services.(Qatar ) |
| Dec. 2006 to Jan. 2008 | Food Safety & Hygiene Manager **(pre-opening)** | Intercontinental Hotels Group, Abu Dhabi  |
| June 2006 to Nov 2006 | Food Safety & Hygiene Officer | Movenpick Hotels & Resorts, Dubai (U.A.E.)  |
| Jan. 2002 to May 2006 | Food & Beverage Executive. | Abela & CO LLC Dubai ( UAE) |
| June 1998 to Dec. 2002 | H.R. / Training Officer. **(pre-opening)** | Sterling Holiday Resorts, India |
| Apr. 1994 to May 1998 | Human Resources Coordinator **(pre-opening)** | Hotel Ambassador Pallava ( Chennai –India ) |

**EDUCATIONAL QUALIFICATION**

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| **PERIOD** | **LEVEL OF STUDIES** | **INSTITUTION** |
| June - 2017 | **D.M.S.** (Doctorate In Management Studies) - **HRM**  | Indian Institute Of Business Management Studies. |
| July - 2016 | Executive MBA in Human Resource Management | Indian Institute Of Business Management Studies. |
| Nov- 2014 | Certificate in Training & Development. | London College of Business Sciences (L.C.B.S.). U.K. |
| May- 2014 | Advanced Diploma in Training & Development. | The American TESSOL Institute. (U.S.A.) |
| Mar- 1992 | Diploma in Catering and Hotel Management | Institute of Advanced Management, India. |
| July - 1991 | B.Sc.(Bachelor of Science ) | University of Madras (Chennai – South- India) |

**PROFESSIONAL TRAININGS**

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| **PERIOD** | **COURSE DETAILS**  | **NAME OF INSTITUTION** |
| Aug. 2011 | Certified Lead Auditor of ISO 22000:2005  | Modi International ( I.R.C.A. CERTIFIED ) U.K. |
| Dec. 2010 | Internal Auditors CourseI.S.O. 9001:2008 | Certified from Modi International. |
| Oct. 2008 | Diploma in Leadership & Management Skills | Institute of Leadership & Management (ILM) U.K. |
| Sept. 2007 | Level 4 Award In Managing Food Safety. | Chartered Institute environmental Health (CIEH) U.K |
| Aug. 2006 | Intermediate Certification on H.A.C.C.P. | Royal Institute of Public Health (RIPH) U.K**.** |