**GOPAKUMAR**

[**GOPAKUMAR.372983@2freegmail.com**](mailto:GOPAKUMAR.372983@2freegmail.com)

**Human Resources Professional by Hospitality**

Strategic business executive backed by 12 years of comprehensive HR experience across Middle East and India, facilitating profitability through expert development and management of corporate HR operations; Demonstrated excellence in managing various Human Resources initiatives linking human capital to strategic business results.

**Skills & Competencies**

* HR Operations Management
* Organizational Development
* Succession Planning
* Talent Acquisition & Retention
* Policy Design/Administration
* Compensation/Benefits Design
* Strategic Planning
* Performance Management
* Conflict Resolution
* Liaison & Coordination
* Ability to Negotiate
* Change of Management

**Work Experience**

2012 — 2017 Dubai, United Arab Emirates

# **Human Resources and Training Manager, The Country Club Hotel**

**Operated as member of the Executive Team and strategic partner for the hotel, make recommendations for improvements that are in line with the business strategies of the hotel including increase training & development for staff, develop more efficient hiring process, and develop retention strategies.**

* Introduced an open-door policy for dialogue across the organization and encouraged team collaboration to increase employee retention to rate of 80%.
* Saved over $4k monthly by changing recruiting functions of sourcing, reviewing and conducting interviews were previously outsourced to agencies.
* Improved employee engagement by 12%. Introduced an annual employee engagement survey; created/improved and implemented various practices and polices based on the results of the survey. Worked with everyone from the Executive Committee and management to staff to drive results.
* Established procedures to ensure timely investigations for employee issues including disciple, performance, and safety issues.
* Utilized tools such as 360 degree Feedback to identify training needs, performance issues and completed Succession Planning to evaluate existing talent.
* Established and maintained proper structures and processes to track time and attendance, vacations, ODC and other activities resulting in efficiency gains of 33% .
* Established procedures to ensure timely investigations for employee issues including disciple, performance, and safety issues
* Designed and developed blended training manual that achieved the knowledge, skills, and behavioral changes needed to meet business goals.

2011 — 2012 Kerala, India

# **Human Resources and Training Manager, The Royale Gardens Hotel & Resorts**

**Acted as a strategic business partner alongside company leadership in driving organizational initiatives and strategies of pre-opening. Managed a wide variety of human resources responsibilities, of talent management, employee relations, performance management, learning and development.**

* Collaborated with department heads in recruitment for 47 job roles, prepared pre-placement presentations, scheduled 400+ campus interviews, drafted job descriptions and organized training sessions for 72 new hires.
* Identified best strategies to meet short and long-term business needs on providing guidance and by consulting with department heads.
* Created a job costing model from a manual costing system by analyzing all functions of costing and developing a system to track, monitor and cost all stages of production, resulting in cost savings up to 20%.
* Established, organized and maintained training manuals, multimedia visual aids and other educational materials; developed classes to fit learners' needs and training requirements.
* Developed and implemented the new employee orientation program for an awarding workplace.
* Complied personnel reporting information and documentation by maintaining personnel records, to include official personnel files and annual performance appraisals.

2009 — 2011 Muscat, Oman

# **Assistant Human Resources Manager, The Country Club Group**

**Strategic Human Resource business partner for Hospitality, Real Estate and Time Share Operations of the organization. Supported over 400 employees across Oman, Qatar, Bahrain, and Kuwait in all aspects of human resources including organizational design and development, performance management, and employee relations.**

* Contributed to the development and implementation of new policies and procedures based on corporate guidelines for HR Processes and employee Handbook.
* Re-designed human resources function to align with strategic direction. Established the HR department as a significant contributor to business operations.
* Provided strategic leadership to ensure the organization has the talent to meet its current and future resource needs.
* Created year-end performance management processes for management, including contribution ratings, salary reviews and personnel action reviews, including performance improvements.
* Managed the recruitment process: composed vacancy announcements for publication, verified and placed employment advertisements, answered applicant inquiries, screened job applications, scheduled and conducted pre-employment interviews, conducted pre-employment records and reference checks.

2007 — 2009 Dubai, United Arab Emirates

# **HR Coordinator, Chelsea Group of Hotels and Hotel Apartments**

**Responsible for all aspects of Human Resources - recruiting, interviewing, hiring, on-boarding, training, employee relations, employee retention, benefits administration, management of leave-of-absence and personnel records and retention.**

* Coordinated on the pre opening HR activities of Chelsea Hotel Al Barsha, UAE (Presently known as Golden Tulip Al Barsha) and Chelsea Gardens Hotel, UAE.
* Created offer letters, initiated background checks, and conducted exit interviews and coordinated pre-employment, pre-screening, and temporary staffing.
* Performed new hire orientation, explaining work procedures and company policies to staff.
* Handled payroll administration by managing attendance and posted employee payroll data by computing employee presents and absences, and reconciling payroll discrepancies.
* Maintained personnel records, updating files and revising procedures to improve efficiencies and ensure compliance.

2004 — 2007 Dubai, United Arab Emirates

# **Administrative Assistant, Emrill Services LLC**

**Provided administrative support to administrative coordinator while acting as the liaison between employees and HR Department.**

* Processed attendance by calculating hours and submitted payroll to ensure timely distribution of salary
* Developed and maintained administrative process to achieve organizational objectives as well as to improve accuracy and efficiency.
* Plan and coordinate successful corporate meetings, and developed presentations for related on-site and off-site meetings.

**Education**

2002 — 2004 Raipur, India

# **Master of Business Administration,** Human Resources/Industrial Relations

Chhattisgarh University

1998 — 2001 Kerala, India

# **Bachelor of Commerce,** Costing

University of Kerala