Khalid

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**PERSONAL SUMMARY**

A motivated, innovative, enthusiastic and responsible person who possesses a considerable amount of knowledge, skills, experiences and professionalism in ***Human Resource Management, Administration and Employee Supervision.*** Well experienced in coordinating, planning and managing a wide range of HR functions and an excellent team player with a proven ability to work proactively in a complex and busy office environment. Exceptionally well organized, resourceful and highly motivated with the ability to handle company projects and produce timely high quality work. Strong analytical and human relations skills; especially effective in helping customers and associates resolve issues and concerns. Highly customer care skills, entrepreneurship skills, legal skills and communication skills which are relevant and additional value skills for HR job.

Now seeking a career advancement opportunity within your company/organization believing that you will allow him to develop his skills, experience and potentials for such applied position in your company/organization. Through his competent knowledge, and skills as well as his past experience will utilize and develop his duties according to his professionalism and company procedures.

**PROFESSIONAL SKILLS AND ACCOMPLISHMENTS**

***Management and Administration:*** directed, guided and motivated a workforce. Successfully, improved work performance and team work building staff and expert on providing day-to-day supervision for operational staff and administrative employees.

***Training and Development:*** advised and educated personnel on ways to enhance and strengthen their promo-ability and job performance; competent provided both on-the job and off- the job training and guidance for employees.

***Communication, Counseling, grievances identification & solving***

worked together with customers and employees to enhance self esteem and resolve communication problems as well as participated on solving the identified grievances of the employees in work place to enhance harmony and strengthening good relationship and effective working relationships with co-workers, superiors and subordinates

***Performance management:*** documented individual performance to support compensation and career planning decisions, established focus for skill development and learning activity choices, deliver regular and relevant job feedback to the employees as well as communicated with the clear performance expectations of the organization and able to suggest rewards for top performers

***Recruitment & Selection:*** identified hiring need, description, recruitment plan, organizational chart and other recruitment related documents, worked together with the recruitment team to prepare the job description and ensured proper procedures for review and approval are met at the department level, processed final offer and finalized the recruitment task in the organization, notified interviewees, ensured accurate and complete recruitment and selection guidelines and procedures are being followed by the team members for transparent purposes

***Reward management:*** Motivated employees in order to reach targets and organizational goals in exchange for rewards, reduced absenteeism in the organization by rewarding and recognizing employees for a job well done.

***Customer Relations:*** Provided orientation and training to new employees and advised them on the effectivehandling of customer complaints as well as handled customer inquiries and sales; effectively represented company to vendorsand prospective customers.

**Supervision:** Organized workflow and ensured that employees understand their duties or delegated tasks, monitored employee productivity and provide constructive feedback and coaching, received complaints and resolved problems as well as suggested to the management on reward and promotion based on employee performance

**AREAS OF EXPERTISE**

* Customer care
* HR Policy and Procedures
* HR grievances solving
* Appraisal Performance
* Reward management
* Training & Development
* Labour relation
* Monitoring & Evaluation
* Supervision Human resources activities

**PERSONAL SKILLS AND KNOWLEDGE COMPITANCES**

***Skills competencies***

* Good communication
* Planning
* Monitoring & Evaluation
* Decision making
* Planning & Motivation

***Knowledge competencies***

* A good awareness of current Administration and HR best practice.
* Ability to multi-task within working environment.
* Legal knowledge
* English language
* Administrative / advisory experience in a Human Resources environment.
* Making follow up

**EDUCATION BACKGROUND**

***Professionalism Certification***

**August 2015:** Certified Human Resources Management Professional (CHRMP).

 **College:** LaurelsTraining Institute in Dubai

**Grade:** Excellent

***Academic Certification***

**2012-2014:** Master of Business Administration in Human Resource Management (MBA-HRM)

**University:** Kampala International University

**Grade:** First Class CGPA 4.72 (A)

**Relevant Modules**

Strategic Management **B**

Management and Organizational Behavior **B+**

Managing Employee Relations **A**

Employer and Labor Management **A**

Business Ethics **A**

Industrial Relations **B+**

Managing Training and Development **A**

Reward Management **A**

Strategic Human Resource Management **B+**

Entrepreneurship Management **A**

**2005-2009** Bachelor Degree of Law & Shariah (LL B)

**University:** Zanzibar University

**Grade:** Upper Second Class CGPA 3.67 (B+)

**Relevant modules:**

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| Law of Contract I  | **B+** |
| Criminal Law  | **B+** |
| Constitutional Law  | **B+** |
| Law of Tort | **B+** |
| Islamic Law of Contract | **B** |
| Administrative Law | **B** |
| Taxation Law | **A** |
| Islamic Criminal Law  | **B+** |
| Law of Jurisprudence  | **B+** |
| Environmental Law | **B+** |
| Company law | **A** |
| International Organization  | **B** |
| Islamic Constitutional Law | **B+** |
| Civil Procedure | **B** |
| Labor Law | **A** |
| Islamic Law of Jurisprudence | **B** |
| Islamic law of procedure | **A** |

**2002-2004** Advanced Level (A-level)

**High School:** Ben-Bella Secondary School; Zanzibar

**Grade:** Division II

**Relevant modules**

Geography **S PASS**

Swahili Language **C PASS**

Islamic Knowledge **B PASS**

Development Studies **S PASS**

**2000-2001**  Ordinary Level (O-level)

**Secondary School:** Haile-Selassie Secondary School; Zanzibar

**Grade:** Division III

**Relevant modules**

English language **D PASS**

Geography **D PASS**

Islamic knowledge  **C PASS**

Swahili knowledge **B PASS**

Civics **D PASS**

Arabic knowledge **C PASS**

**CAREER HISTORY**

**2013- 2017:** HR Administrative Officer

**Company Name:** Zanzibar Institute of Tourism Development

Responsible for supervising and coordinating Human resource and administration operation efficiency and able to creating a conducive working environmental relationship for the employees to deliver quality service and product

**Duties:**

* Implemented the human resource data base and prepared the leave of the employees
* Suggested possible solution on rewarding system
* Cooperated with internal and external stakeholders in building HR strategies and created best criteria for selecting of the interviewed candidates
* Prepared the work plan and monthly report as well as initiated the quality product, safety and security in Organization.
* Suggested the training program to the employees
* Supervised the implementation of company rule and regulations as well as disciplinary actions according to labor law
* To enhanced the good communication and good cooperation among of the employees and providing the current information to them

**2013-2017:**  Project Coordinator

**Company Name:** Zanzibar Institute of Tourism Development

Responsible for supervising the company project and ensuring that duties are completed within strict timeframes. Implementing all project activities by adhering necessary conditions and company rules and regulations

**Duties:**

* Conducted meeting with the project leader or manager to understand all vital aspects of the particular project.
* Made schedules of what needs to be completed by what date, as well as of team meetings and coordinating the same with other members.
* Communicated relevant information to all team members, such as change in schedule dates, changes in the project’s requirements, unexpected delay etc.
* Reported the implementation and progress of the project activities to the project manager
* Followed up on a project's life cycle even after it is over
* Organized and update planned activities of the project.

**2012-2013** Head of Department of Cross Cutting Studies & Research***.***

**Company name:**Zanzibar Institute of Tourism Development

Responsible for supervising and coordinating all activities assigned within the Department of Cross Cutting Studies & Research

**Duties:**

* Supervised, Organized, Coordinated the cross cutting program and services
* Identified the marketable modules and services of cross cutting study
* Organized the course with the experiences facilitators form different industry
* Staffed the qualified staffs to undertake the modules.
* Proposed the training program to the government and non government offices according to their need and according to the market.

**2011- 2012**: Human Resource Generalist

**Company Name:** Zanzibar Construction Company Limited

Responsible for directing and coordinating all general activities related to Human resource management so as to create efficiency and effectiveness of employees performance to deliver quality service and product

**Duties:**

* Provided HR guidance on strategic and operational issues for the defined area of responsibilities.
* Managed the recruiting process from the sourcing till the placement of selected candidates
* Work closely with line managers and supports their teams to provide day-to-day advice and guidance (i.e. recruitment, employee relations, performance management, talent development, training and development, application of all HR policies and procedures)
* Acted as an impartial advocate for fair and equitable treatment of the employees in the organization
* Mitigated organizational risk by ensuring fulfillment of the employment laws.
* Supported the HR Manager in managing effectively the relationship with employees, customers and social partners by support him/her to create an engaged workforce.
* Provided HR related data and information to the managers and associates in order to promote data driven decision making and strategy development.

**2010- 2011**: HR Training officer

**Company Name:** Zanzibar Construction Company Limited

Responsible for coordinating and supervising all training and development activities to both existing and new coming employees in the organization in order to build efficiency and effectiveness of employees performance to deliver quality service and product

**Duties:**

* Provided advice, assistance and information to the Head of department on training development program
* Made a follow up for the trained staff in the organization
* Identified training and development needs of the employees and to assess training needs for new and existing employees and organized training programs to meet specific training needs
* Provided feedback to program participants and management and to make recommendations on training material and methodology
* Handled logistics for training activities including venues and equipment, manuals and handbooks or new technology and budget estimation

**2009 - 2010**HR AdministratorTrainee

**Company Name:**Zanzibar Airport Authority

Responsible for assisting and suggesting the Human resource and administration daily operations effectively and efficiently.

***Duties***

* Assisted contacting regulatory agencies to request staff and equipment in accordance with applicable policies and procedures;
* Assisted the public and terminal tenants in resolving problems and complaints; assists in disseminating public information Completes required documentation following an airfield or terminal emergency.
* Assisted performing a wide variety of general administrative and office functions; prepares reports, presentations, and other activities as directed by Duty Managers or Manager of Security and Terminal Operations
* Use a high degree of skill, carefulness and diplomacy in suggesting the sensitive situations and concerned or upset groups and individuals

**2009- 2017** Part time Lecturer of Human Resource Management, Strategic

 management, Labor Law, Company Law, Tourism Law, Communication Skills,

 Basic English Language and Development study.

**College**: Zanzibar Institute of Tourism Development

**Duties:**

* Taught students, assigned work, corrected and marked work carried out by students according to guidelines provided by the National Curriculum Framework
* Provided guidance and advised to students on educational and social matters and on their further education and future careers
* Provided oral and written assessments reports and references relating to individual students or groups of students
* Maintained good order and discipline amongst students under one’s care and safeguarding their health and safety at all times

**SHORT COURSES, SEMINARS & WORKSHOPS**

* **Short Courses**
* Computer course
* English course
* Arabic course
* Spanish course
* Incubator management
* **Seminars**
* Seminar on Entrepreneurship Skills
* Seminar on customer care
* Seminar on research and HR policy
* Seminar on Training and development
* **Workshops**
* Guiding and consultancy course workshop
* Environmental Protection workshop
* Learning and development skill workshop
* Recruitment and selection process workshop
* Quality Assurance (QA) workshop
* Monitoring & evaluation workshop
* HR Planning and Development workshop

**COMPUTER SKILLS**

* Introduction to computer
* Microsoft word
* Microsoft publisher
* Microsoft power point
* Microsoft Excel

**HOBBIES & INTERESTS**

I enjoy reading books, socializing with customers, friends, and family as well as good communication with co-employees and Employer. Team work building with workmate in duties and helping the managers in solving grievances and decisions.