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| Executive Summary |
|  | An oriented HR & Administration Manager with hands on experience in managing the full spectrum of Human Resources & Administrative functions; with extensive knowledge of labour laws within the Middle East.Enthusiastic and energetic, stimulated by challenge, variety and developmental opportunities. Strategic analytical thinker with a keen attention to detail, possessing excellent communication & problem solving skills.Superior interpersonal and relationship management skills, with an ability to interact honestly and create a presence withpeople at all levels, combined with a strong attitude for excellence. |
| CAREER HISTORY |
|  | **August 2013 to April 2018** Human Resources Manager 1. Reporting to the Regional Human Resources Director for MEAI & handling all GSII Iraq, Qatar, Oman & UAE headcount.
2. Serves as GSII’s initial point of contact for all employee relations matters & especially cases pertaining to breach in compliance. Assigns/conducts investigations and provides resolutions for all closed cases to the global compliance team.
3. Works with segment heads & especially resourcing team for recruitment needs & the entire hiring process not limited to but including budgeting, interviewing, setting compensation ranges for new hires, preparing offer letters & onboarding process.
4. Works with PROs & Immigration team for employee mobilizations across the region.
5. Works with employee managers for performance & compensation review.
6. Liaises with medical health insurance providers to negotiate for company’s medical health & life insurance benefits
7. Reviews, develops and implements company policies and procedures
8. Continuously audits data on HRIS to ensure data accuracy at all times
9. Communicates relevant information on behalf of business heads and operations to employees across the region.
10. Partners with Finance department to determine employee cost rates that are in turn used for overtime payments.
11. Works with the payroll team to ensure all payroll changes are reflected prior to approving funding when requested by Finance department.
12. Computes End of Service & Bonus payments
13. Works with employee owners & Training & Development Manager for employees’ training & development needs.
14. Provides monthly reports to executive leadership team (Headcount, Turnover reports etc.)
15. Works with corporate Compensation & Benefits team for salary ranges; in turn is responsible for providing compensation details to higher management for different positions.
16. Actively involved in performance and recognition process for employees.
17. Handles all matters related to employee onboarding, relocation, transfer, promotion or off boarding.

 **December 2008 to August 2013**. Human Resources Specialist, Merck Serono, Middle Near East 1. Reporting directly to the Regional Human Resources Director and handling over 12 countries within the region. Stationed in the Dubai HQ, UAE
2. Serves as Merck Serono’s initial point of contact for company employees' issues and inquiries, including but not limited to payroll and company policies.
3. Tracks and maintains all records, ensuring that Merck Serono remains compliant with internal records and data management systems
4. Works closely with departments increasingly in a consultancy role, assisting line managers to understand and implement policies and procedures to their direct reports.
5. Works with over three consulting companies to undertake annual salary surveys in order to remain at bay with the market’s benchmarks when it comes to compensation for all positions within the organization & within the region & accordingly sits with all Business Directors during budgeting in order to input on the entire annual salary review process.
6. Works closely with finance & egents, advising on pay and other remuneration issues, including setting packages for newly recruited employees, promotions and other benefits that company employees are entitled to. Administers payroll and maintains records related to staff compensation.
7. Acts as the company’s negotiator with both insurance companies & brokers in order to get the best deal financially & benefitwise.
8. Oversees the entire visa process for the company; i.e oversees that all newcomers have legal residence as per UAE labour laws, all residence visas are renewed and all employees seeking travel visas have proper documentation from the company
9. Official employee verification person for the entire MNE with banks, consulates and other institutions that employee needs clearance with.
10. Works with first line managers to ensure the company’s Performance Management cycle is in compliance with the corporate office. At the end of the cycle works with all Business Directors to calculate bonuses and communicates to finance in order that payment be done.
11. Listens to employee grievances and implements disciplinary procedures.
12. Keeps track of employees’ attendance & is in charge of all annual leave records
13. Continually revises, develops, advises on and implements policies in the staff handbook of the organization.
14. Continually revises Job Descriptions and accordingly advices BDs on competencies and skills required for a particular job. Conducts telephone interviews for initial stages of covering a position before finally recommending a candidate to a BD.
15. Conducts exit interviews and gives final authorization for the payment of indemnity to all leavers.

**July 2007 to December 2008**. Regional Training & Development Administrator, HR,Azadea - Dubai1. Reporting directly to the Regional Training & Development Manager.
2. Sourcing external training providers as appropriate to the needs of the organization & negotiating advantageous terms of service
3. Generating reports for senior management using MS Office Excel & Powerpoint .
4. Regularly updating the system for providing management reports regarding the quality & the amount of the classroom training delivered across all Azadea offices (GCC & Eastern Europe)
5. Ensuring that all the necessary co-ordination is carried out for training sessions in accordance with the regional training calendar for delivery across 10 locations throughout the GCC & Eastern Europe.
6. Lead administrator of Azadea group e-learning database ( six coordinators reporting to me)
7. Troubleshooting of e-learning system to assist users.
8. Designing corporate communications regarding e-learning program to ensure optimal utilization rates.
9. Coordination of regional e-learning program roll-out across countries in the GCC & Eastern Europe.
10. Promotion & marketing of e-learning campaigns by designing newsletters using Micrsoft Office Power Point & coming up with innovative ways to reward users to boost usage.
11. Report generation of the e-learning system to analyze utilization trends of the learning tool for presentation during weekly meetings of the company’s Senior Management
12. Filing Management of the Regional Performance Management System.
13. Brainstorming with the Regional training team to come up with unique material to market our induction programs further to the whole company
14. Acting as the point of contact for the company for training related events that were scheduled in different hotels, including making decisions pertaining to Catering, Event Set Up, Preparation of Training material, Timings & Accounting details etc.
15. Coordinating with recruitment team from all local HR offices across the region to organize induction programs for new hires

**February 2006 to July 2007**. HR & Training Coordinator, Aramex International- Dubai1. Reporting directly to the HR & Training Manager.
2. Drafting & implementing a training plan for all new hires.
3. Developing & implementing corporate & operational training programs for exisiting staff.
4. Coordinating with employee’s direct leaders to carry out a Training Needs Analysis for existing staff.
5. Updating the Intranet with information on the proceedings of all issues regarding training & when an employee joins, leaves, gets promoted or transferred.
6. Planning monthly training programmes according to company policy and assigning trainers to conduct training sessions.
7. Auditing training sessions (physically being present & drawing a summary from Evaluation of Trainer forms).
8. Budgeting for both internal & external training programmes.
9. Updating every employee’s training profile.
10. Assisting in other HR related duties such as salary administration, ticket booking, passport release, post interviewing analysis etc.
11. Conducting training sessions . (A confident and concise communicator; able to deliver enthusiastic presentations with clarity and humor to diverse audiences).
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|  | **September 2004 – December 2005** *Administrative Assistant, Greater Horn of Africa Rainwater Partnership, GHARP.*1. Assisted in front office operations (emailing stakeholders, answering & returning calls, drafting letters etc)
2. Wrote down detailed reports regarding projects implemented by the organization.
3. Carried out audits to establish whether monetary allocations were utilized as outlined in the proposed budget.
4. Assisted in organizing workshops & seminars. In some cases took down minutes in the sessions, while on several occasions delivered training.
5. Marketed grants that the organization disbursed to qualified individuals who applied for.

Scheduled some of the organization’s quaterly social events. |
| Education |
|  | **Professional Develoments:*****IBMAR: Advanced Human Resources Management Training***A training programme designed for Human Resources Managers that covered all HR Cycles in Human Resources Management.***Net Dimensions*:** As part of the e-Learning program in Azadea, got trained by the Software providers & became a Certified Enterprise Knowledge Platform Administrator. Other online learning modules completed to better understand the whole HR concept & was awarded certifications include:▪ Difficult People in the Workplace ▪ Excelling at Customer Service▪ Delivering successful presentations ▪ Dealing with Organizational Change▪ Managing Diversity ▪ Dealing with Conflict in the Workplace▪ Participating in Teams ▪ Preparing for the behavioural Interview▪ Conducting the Behavioural Interview***New Horizons – Dubai* :** Microsoft Excel 2003 Level 1 & 2***ARAMEX International- Dubai*:**Promoting a Professional Telephone Image CourseExcellence in Customer Service CourseTrain the Trainer Course:* Got training on how to train new hires in different courses given any predisigned course outline.
* How to carry out oneself when addressing different types of audiences.
* How to be a confident & concise communicator.

**August- November 2005 - Chrisco Educational Center Professional Training School**1. Advanced Microsoft Office Application Packages (Microsoft Office Word, Microsoft Office Excel, Microsoft Office Access, Microsoft Office Powerpoint, Microsoft Internet Explorer 6.0, Microsoft Outlook 2003)

**September 2001- August 2004 - Kenyatta University** 1. B.Sc - Bachelor of Environmental Studies, Science.
2. Graduated December 2004.
3. Second Class Honours ( Upper Class Boundary)
4. Active Member of Modern United Nations.
5. Active member of the University’s environmental Club.

**1996 – 1999 – St. Georges Secondary School, Nairobi****1988-1995 – Milimani Primary School** |
| Interests |
|  | Travelling, Swimming, Reading, Research, Watching movies . |
| REFERENCES |
|  | Available upon request |