

[**JELENA.148813@2FREEMAIL.COM**](mailto:JELENA.148813@2FREEMAIL.COM)

**Jelena**

Nationality – Serbian and Panamanian

Fluent in English, Spanish and Serbian Language and intermediate in Portuguese

PROFESSIONAL SUMMARY\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

FUNCTIONAL EXPERIENCE AND COMPETENCIES

* Results-oriented Human Resources Manager with 13+ years of progressive human resources  
  experience in multi-faceted business environments
* Head of HR and Admin Manager with comprehensive background in employee relations, recruiting, compensation and benefits, as well as payroll processing and employee relations, and all aspects of human resources management
* Results-oriented with broad experience in all areas of HR, including policy development,  
  performance management and benefits administration.
* Organized Manager who posses strong interpersonal skills. Creates business partnerships and builds trust with managers and employees to create a positive work environment.

QUALIFICATIONS \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

* Excellent communication skills
* Articulate and well-spoken
* Works well under pressure
* Critical thinker
* Project planning
* Team building
* Excellent planner and coordinator
* Human Resources Certification
* Human resources policies
* HR department startup and set-up
* Staff recruiting and retention - locally and internationally (Middle East, Asia, Europe, Australia and US)
* Great Interviewing skills
* Candidate Background checks
* Employees and Manager coaching skills
* Performance Management Systems
* Employee training and development
* Exit interviews
* Labour Law knowledge
* Compensation and Benefits
* Contracts Management (Employment contracts, NDA, MNDA, Partner Agreements, Consultancy Agreements)
* Company set-up’s in Europe, APAC region, US

EDUCATION \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

June 2009 - Bachelors’degree – Finance and Accounting   
 University of Belgrade - Serbia, Belgrade

Coursework in Business Administration, Finance and Accounting  
 Coursework in Organizational Behavior, Compensation, Labor Relations and Recruitment

June 2007 - Diploma – Associate of Arts: Human Resources

University of Belgrade - Serbia, Belgrade

WORK HISTORY \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

11/2013 – to current – Head of HR

INTEREL Building Automation – Dubai, United Arab Emirates

*(Manufacturing and IT sector)*

* Setup of HR department
* Setup of new companies in Germany, Italy, Netherlands and APAC region (Singapore and Australia)
* Proposed strategies in line with organization's requirements
* Created and implemented comprehensive Performance Management System (Performance Appraisal System)
* Implemented Oracle Based HR System08
* Recruitment & Selection Management - recruitment through media, placement consultants and head hunting - recruitment within Middle East, US, Europe & APAC Region
* Built a comprehensive employee recruiting strategy
* Conducted employment verifications and background checks
* Developed company personnel policies, standard operating procedures and employee  
  handbook
* Managed all aspects of leave administration, including vacation and sick leave records
* Offered fair and equitable compensation by comparing current salaries with market pay
* Conducted job analysis and job evaluations, resulting in quality job specifications
* Audited workplace, employee and management policies and procedures
* Updated key human resource metrics, including turnover and terminations, using reporting tools on the HRMS database.

08/2011 – 09/2013 – Admin and HR Manager

**GULF LINE INTERNATIONAL** – Dubai, United Arab Emirates

*(Design, Consultancy and Construction)*

* HR department set-up
* Developed company personnel policies, standard operating procedures and employee  
  handbooks (Travel policy, Leave policy, Mobile phones usage policy etc.
* Developed and enforced company policy and procedures relating to all sectors of human  
  resources and Admin activity
* Recruitment & Selection - within Middle East and Europe
* Handled Talent Acquisition - Man Power Planning, Interview coordination, Employee  
  Induction and Orientation etc.
* Updated key human resource metrics, including turnover and terminations
* Coaching and mentoring new members on key behaviors that demonstrate the  
  organization's core values
* Drafted HR Manual
* Managing HR Budget
* Handling all the Employee Related queries and grievances
* Knowledge of UAE Labour Law
* Visa / Labour Processing
* Developed and facilitated all new-hire orientations.
* Offered fair and equitable compensation by comparing current salaries with market pay.
* Managed the employee rewards programs.
* Conducted job analysis and job evaluations, resulting in quality job specifications
* Acted as liaison between employees and insurance carriers to resolve problems and clarify  
  benefits

01/2004 – 11/2010 - Manager Cabin Crew - SFS

EMIRATES GROUP – Dubai, UAE

*(Aviation and Aerospace industry)*

* Promoted to a Managerial position of Senior Flight Stewardess within 3 years.
* Conducted Crew briefing
* Crew Training
* Testing Crew knowledge on the procedures and safety policies
* Preparing documentation for each flight, liaising with flight operation and making sure the  
  flight departs on time, ensuring right quantities and quality of the product available on  
  board
* Ensuring safety and security standards are met at all times
* Managing up to 20 crew and up to 400 passenger on board each flight
* Writing business voyage reports, grooming reports, medical reports
* In charge of the crew on board training ensuring adherence to standards and procedures of  
  the company

02/2000 – 12/2003 HR and Admin Supervisor (Manager from 11/2002)

**BEOGRAF** – Belgrade, Serbia

*(Production and Manufacturing) – Organization with 500+ employees*

* Setup of HR and Admin procedures for the entire organization
* Developed and enforced company policy and procedures relating to all phases of human  
  resources activity
* Supported human resources staff with new hire orientations and monthly departmental  
  meetings
* Reviewed human resource paperwork for accuracy and completeness by verifying,  
  collecting and correcting additional data
* Posted positions through approved recruitment channels
* Conducted exit interviews and verified that employment termination paperwork was  
  completed
* Supported management in developing and implementing personnel policies and  
  procedures
* Hired employees and initiated the new hire paperwork process
* Developed and facilitated job recruitment fairs
* Organized new employee orientation schedules for all new hires
* Tracked key dates and deadlines and maintained specific personnel lists
* Coordinated meetings, developed meeting content and presented all human resources law  
  updates
* Led the recruitment interviews for all open positions
* Developed salary proposals for new recruits and review of salary for all current positions
* Made salary adjustments and managed contract renewals and promotions
* Networked with industry contacts, association memberships and associates
* Facilitated all new employee orientations to foster a positive team attitude
* Screened all applicants based on their qualifications and background
* Screened applicant resumes and coordinated both phone and in-person interviews

CERTIFICATIONS \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

SHRM-CP Certified

POWER POINT PRESENTATIONS \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Presentation preparation for the Board of Directors, related to Human Resources planning, recruitment,

short and long term plans.

ADDITIONAL INFORMATION \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Driving license in Europe from 1998 and U.A.E. driving license from 2004