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Strategic HR & OPERATIONS MANAGEMENT PROFESSIONAL

Main Highlights

- 15+ years of experience in HR Strategy	- Master Degree in Strategic HR	- Expert in HR Policies/procedures
- Certified in Job Evaluation & Grading	- HR Expert in Federal & Dubai Gov.	- Certified in Project Management
- Professional in managing change	- HR Expert in Multi-cultural organization	- Won suggestion of the year

EMPLOYMENT HISTORY

INSTITUTION	Jumeirah Golf Estates L.L.C.
PERIOD	January 2013 – Dec 2018 *(continued service from Nakheel)*
POSITION	Director of HR & Admin
JOB DESCRIPTION	
HR Strategic Alliance	• Addressing strategic needs of the business through continuous monitoring and improvement of HR systems and processes to ensure attainment of Business performance targets, statutory compliance, and policy coherence for both sectors, Real Estate Development and Golf Operation & Hospitality. • Leading appraisal process across all levels (Seniors and blue collar staff) and introduce rewarding proposals to the management for both sectors, Real Estate Development and Hospitality. • Formulating and benchmarking functional best practices to focus on revising and implementing HR policies, procedures and services, ensuring compliance with legislation and best practice • Work closely with Audit Teams to close HR&Admin business gaps, manage risks and enhance business processes/systems. • Apply Change Management across the Organization during business restructuring. • Attend Board of Directors meetings for presentation and business proposals when required.
Lead HR & Admin Operation to better serve the business	• Established HR&Admin department accountabilities and proper staffing. • Lead the HR & Admin team (consist of 12 members) in the development and implementation of progressive initiatives in all HR areas, in all aspects of HR deliveries including but not limited to recruiting and selection, benefits, compensation, wellness, training, performance management and reward systems, and employee relations. • Enhance Organization Culture by introducing Happiness Representative and direct supervision on the happiness activities to ensure motivation and retention. • Periodically conducting employee satisfaction surveys to understand the culture atmosphere and introduce constructive solutions if needed for both sectors (Real estate Development and Golf Operation/Hospitality). • Provide advices and support to the CEO in term of HR solutions and recommendations when required.
Maximize on the business performance by managing the operation and overhead cost.	• Conduct business needs analysis and job evaluation and undertake full accountability for preparing manpower budgeting. • Recommend solutions to minimize yearly Manpower cost by reforming the company organization design.
Automation of HR & Admin Services	• Supervised the split of the entire HR&Admin systems from previous Company and worked closely with IT to automate HR services using Oracle self-services. • Supervised the automation of Performance management system to ensue efficient and accurate PMS operation. • Automate the monthly dashboard where top management can track HR&Admin activities, performance and generate reports in order to facilitate business decision making. • Improve employee engagement by automating Employee Suggestion scheme to effectively track, respond & reward
Projects & Achievements :	

1. Split all HR&Admin systems/activities from previous Company, and establishment of a full fledge of HR and Admin platforms on the first year, with minimal resources. according to the needs and requirement of the business.
2. After the failure of the third party to convince top management to implement the pay review, I managed to persuade them in less than 5 minutes. It had a positive impact on the business and individual benefits alignment with the market, as well as competing to attract the right caliber.
3. Always maintained high score of employee satisfaction though surveys (above 73%)
4. Recommended and deployed cost cutting projects such as removing SLAs and provide services in-house.
5. Automate HR&Admin services and systems
6. Despite of Training Budget constrain for 5 years, HR could prepare a cost effective training approach that effectively covered middle to senior management employees. It was a getaway event and each employee got involved in 3 different training sessions. The result of the satisfaction was above 90% and return on investment was high as it helped in preparing the strategy of the company for 2016.
7. Handled Business Strategy in 2017 as an extra assignment from CEO due to the absence of Strategy Officer in the company.

INSTITUTION	Nakheel
PERIOD	March 2012 – Jan 2013
POSITION	Senior Manager – HR Planning
JOB DESCRIPTION	
Manage the process and help department heads to design organization structures to ensure attaining business objectives through the right skills and headcounts.	• Guide department heads to develop work design and advise appropriate titles and grades for new and existing positions • Maintain comprehensive organization charts and staffing list to identify future staffing needs • Contribute with inputs to prepare manpower cost for budgeting purposes • Ensured that manpower requisitions and staff movements are in accordance with the approved organization chart and staff establishment. Suggested and implemented the Rewards & Recognition schemes
Provide top management with the job analysis results and suggest appropriate grades to the positions using Hay methodology.	• Manage job evaluation process and validate evaluation results • Reviewed and advised managers on job description writing for all positions and ensured they are updated and maintained • Worked in close association with the department heads and prepared work design and suggested appropriate titles and grades for new and existing positions.
Review and suggest reward approaches.	• Review and implement reward policies and procedures • Advise managers and staff on all reward issues • Analyze and compare competitive compensation practices in the job market in order to suggest appropriate remuneration proposals for the company
Projects & Achievements 1. Planned, and designed a comprehensive project of reviewing and evaluating the roles and responsibilities of each position in order to rectify discrepancies and variations in titles and grades of existing employees across the company. 2. Suggested with a proposal to the top management to reward employees with no extra cost in order to boost moral within the company.	

INSTITUTION	Federal Authority for Government Human Resources
PERIOD	August 2010 – August 2011
POSITION	Project Manager – HR Policies
JOB DESCRIPTION	
Prepare standard HR policies for the Federal government.	• Develop different HR policies and systems which ensure compliance with the requirements of the federal government. • Manage various HR projects, whether developing internally or in coordination with the external consultant. • Manage a project team, assign tasks and ensure delivery as per project plan.
Conduct studies and research on HR policies and systems	• Identify current practices, define status of HR system usage and benchmark studies in order to support HR studies. • Review current federal systems to ensure alignment with FAHR strategic goals, and suggest enhancements, eliminate obsolete practices and systems and recommend changes to improve HR across federal.
Projects & Achievements	

1. Managed the development of job evaluation system for federal government in coordination with consultancy firm.
2. Developed a proposal for Job nature allowances for Inspectors based on market requirement
3. Developed a policy for special contract sealing which manage the usage of the option and enable control over government money.

INSTITUTION	Dubai Government Human Resources Department
PERIOD	December 2009- May 2010 *(Transferred from Executive Council due to restructuring)*
POSITION	Associate Project Manger
JOB DESCRIPTION	
Manage and facilitate HR system implementation across government of Dubai	• Handling job evaluation for all positions within Government of Dubai. • Prepare draft business case for the initiation of department projects, including project planning.
Manage development of certain projects	• Creates and executes project work plans and revises as appropriate to meet changing needs and requirements. • Identifies resources needed and assigns individual responsibilities. • Manages day-to-day operational aspects of projects.

Projects & Achievements:

1. Analysis of Mohammad Bin Rashid Leadership Program center in terms of business scope and its functions, actual responsibilities of each individual and workload of each, documentation of policies and procedures for the purpose of re engineering the business.
2. Identified and analyzed the eligibility of Job nature allowances for certain jobs in Dubai Government and provided senior management with recommendations.
3. Coordinated redeployment of nationals within the entities of Dubai Government.
4. Contributed in reviewing flexible timing hours for the department and its subsidiaries.

INSTITUTION	The Executive Council- Government of Dubai
PERIOD	May 2008- December 2009
POSITION	Associate Project Manager- Strategic Government HR
JOB DESCRIPTION	
Provide guidance and support to HR across Dubai Government	• Provides specialist consultancy support to key stakeholders across Dubai Government where appropriate. • Contributes to leadership and best practice knowledge and provide suitable interpretation to HR Directors and other key stakeholders within Dubai Government. • Collates proposed changes to HR policies and procedures, ensuring common language and alignment. • Drafts announcements related to annual HR projects and submit for appropriate review and approval.
Manage and facilitate HR system implementation across government of Dubai	• Handle job evaluation for senior leadership positions in the Government sectors and all levels of new established entities • Prepare draft business case for the initiation of department projects, including project planning • Communicate relevant project information and escalate issues to HR Directors. • Assist in recommending an appropriate project management approach, agrees upon priorities, set schedules and partner with Government HR Departments on the roll out of Government- wide HR initiatives.
Manage development of certain projects	• Create and executes project work plans and revises as appropriate to meet changing needs and requirements. • Identify resources needed and assigns individual responsibilities. • Manage day-to-day operational aspects of projects.

Projects & Achievements:

1. Managed HR Diploma Certification for Government HR directors in coordination with an external provider; included managing the graduation ceremony.
2. Facilitate the formation of HR sub committees to encourage knowledge sharing, capability building and input into specific projects.
3. Managed the development of standardizing job titles, grades and job descriptions for support functions across government of Dubai in collaboration with Government entities.
4. Contributed in reviewing Dubai Government HR law.
5. Assisted Government entities in developing their HR strategies by giving feedback and providing guidance based on the Dubai Government HR strategy framework.

- Contributed in reviewing part time policy for Government of Dubai.

INSTITUTION	Sama Dubai – *a member of Dubai Holding*
PERIOD	July 2007- May 2008
POSITION	Assistant Manager - HR
JOB DESCRIPTION	
Provide Business Support	• Maintain comprehensive organization charts and manpower plans to identify current staffing and vacancy data. • Ensure the effective implementation of plans, policies and procedures including recruitment and selection policy/practices, discipline, grievance, counseling, training & development, succession planning, morale and motivation, culture and attitudinal development, performance appraisals and quality management issues with the higher management • Supervise employees to ensure that they are appropriately motivated and trained to carry out their responsibilities to the required standards.
Provide Government Service Support	• Supervise and manage PROs • Design an internal workflow of visa process to ensure the visas processed in a timely manner period.
Conduct Employee Performance Management system	• Communicate with line managers and discuss recommendations to ensure equity and the right practice with accordance to the policy. • Collect data, analyze and provide ratios and statistics. • Submit recommendations of how to develop the program.

Projects & Achievements :

1. Prepared a comprehensive document of visa policies, procedures in order to educate new joiners and provide them with the best customer service.
2. Handle the transition of employees to a Joint Venture company; which involved compromising the comp and benefits of both companies, handle the resistant of individuals (nationals) to ensure low turnover result, and liaise between Dubai Holding and the JV Company about the best visa practice in a similar nature of business.

INSTITUTION	Sama Dubai – *a member of Dubai Holding*
PERIOD	April 2005- June 2007
POSITION	Senior Executive - HR
JOB DESCRIPTION	

- Assisting in the resolution of certain disciplinary or grievance cases, including acting as an arbiter between the employee and line manager.
- Listening to grievances and implementing disciplinary procedures.
- Handle employee transfer to other departments.
- Contribute in sitting new HR policies and procedures.
- Advice business line managers on the implementation of HR policies.
- Clarify to selected candidates on issues relating to pay and employment.
- Identify, propose and develop systems in order to support the ongoing development of HR across the organization.
- Developed different HR forms to support HR function efficiency.
- Assisting in developing job descriptions
- Short listing, interviewing and selecting candidates.
- Apply recruitment procedures and prepare offer letters.
- Give Induction program to new joiners.
- Coordinate training programs between employees and external providers
- Set plan and policy for internship program and supervise trainers.
- Provide on job training for new hires in the department.
- Developing Personal development plan
- Participate in organizing Career Fair 2007.
- Voluntary participation in organizing 2 internal communication events; includes being an MC.

INSTITUTION	Sama Dubai – *a member of Dubai Holding*
PERIOD	October 2004 - March 2005 *(Continued service from Executive office)*
POSITION	HR Executive
JOB DESCRIPTION	

- Establish contact with agencies and review their terms and conditions
- Assist in recruiting & finishing formalities
- Manage relocation of external hire candidates
- Personnel relation support
- Provide HR support

INSTITUTION	The Executive Office
PERIOD	January 2004 – August 2004
POSITION	Administration Support
JOB DESCRIPTION	

- Handle all CEO's incoming and outgoing mails and phone calls, arrange appointments, and conduct follow-ups on existing projects in order to provide CEO with efficient administration services.
- Develop a system to manage the incoming and outgoing correspondences
- Create library system, organize and facilitate library usage, track and follow up on borrowed books.

ACADEMIC QUALIFICATIONS

Degree	Year	Institution
Master of Strategic Human Resource Management	2006 – 2007	University of Wollongong in Dubai
Bachelor of Applied Science – Information Management	2003 - 2005	Higher Colleges of Technology – DWC
Higher Diploma – Business Information Technology	1997 - 2002	Higher Colleges of Technology – DWC