

Fatima Al-Mansouri
Dubai, UAE



Professional Summary

Experienced Human Resource professional with over 9 years of expertise in Learning & Development, Talent Development, and HR Management. Proven track record in driving employee performance, building leadership pipelines, and executing strategic HR initiatives. Adept at delivering impactful training programs and fostering a culture of continuous improvement.

Education

Master in Human Resource Management
American University of Sharjah, 2015

Professional Experience

HR Manager

Emaar Properties, 2019 – Present

- Spearheaded HR initiatives aligned with organizational goals, focusing on talent retention and succession planning, resulting in a 15% decrease in employee turnover within the first year.
- Designed and implemented a new performance management system that improved employee goal alignment and performance tracking, leading to a 10% increase in overall productivity.
- Led the development and execution of leadership development programs for high-potential employees, resulting in a 20% increase in internal promotions to leadership roles.
- Developed and implemented employee engagement strategies, including surveys, focus groups, and action plans, which increased employee satisfaction scores by 18%.
- Managed a team of 5 HR professionals, providing guidance, mentorship, and support to ensure efficient and effective HR operations.
- Oversaw the full employee lifecycle, including recruitment, onboarding, performance management, and offboarding, ensuring compliance with UAE labor laws.
- Collaborated with department heads to identify HR needs and develop solutions that support business objectives.
- Managed the HR budget, ensuring cost-effectiveness and maximizing ROI on HR programs.

Learning & Development Specialist

Emirates NBD, 2015 – 2019

- Developed and facilitated a wide range of employee training programs across departments, including onboarding, product knowledge, customer service, and leadership skills, for over 500 employees.
- Conducted thorough training needs assessments to identify skill gaps and develop targeted training solutions, resulting in a 25% improvement in employee performance in key areas.
- Evaluated training effectiveness through post-training assessments, feedback surveys, and performance data analysis, and used the results to enhance learning delivery methods and content.
- Designed and implemented e-learning modules and blended learning solutions to improve training accessibility and flexibility.
- Supported organizational development initiatives by conducting skill-gap analysis, developing career development plans, and facilitating team-building workshops.
- Managed the Learning Management System (LMS), ensuring accurate tracking of employee training records and generating reports for management.
- Worked with external vendors to source and deliver specialized training programs.
- Contributed to the development of the company's training policies and procedures.

Core Skills

- Training Program Design & Delivery
- Talent & Leadership Development
- Performance Management Systems
- Succession Planning & Employee Retention
- Employee Engagement
- HR Budget Management
- HRIS Management
- UAE Labor Law
- Needs Assessment
- E-Learning Development
- Learning Management Systems (LMS)
- Stakeholder Management
- Team Leadership

Languages

- Arabic (Native)
- English (Fluent)

Salary Expectation

AED 300,000 per annum