



**Updated HR email contacts – effective immediately**

Dear MBZUAI Community,

We are thrilled to announce a major shift in the HR Service Delivery Model to enhance the efficiency and effectiveness of our services. Currently, HR has a single email account ([hr@mbzuai.ac.ae](mailto:hr@mbzuai.ac.ae)) for raising any of your queries or service requests from the HR department. Considering the functional expertise in the department and to enhance our ability to organize and prioritize emails, HR has segregated the single email account into the following five separate email accounts. Each account is dedicated to a specific section/function within the department, which will ensure that employees' queries and requests reach the intended recipient more promptly.

Email account	Type of queries or service requests	Responsible HR team members
<a href="mailto:HR.ER@mbzuai.ac.ae">HR.ER@mbzuai.ac.ae</a>	For employee relations activities, including employment contracts, onboarding, health insurance, life Insurance, employee promotions, grievances, offboarding, etc.	Jennifer Mata – Employee Relations Specialist  Sameera Alhammadi - Employee Relations Specialist
<a href="mailto:HR.TalentDevelop@mbzuai.ac.ae">HR.TalentDevelop@mbzuai.ac.ae</a>	For the performance management and learning and development queries/service requests	Duaa Bin Tarsh – Specialist Performance Management
<a href="mailto:careers@mbzuai.ac.ae">careers@mbzuai.ac.ae</a>	For recruitment, budget, manpower planning, and candidate-related queries	Mohammad Abushashieh – Head of Workforce Planning and Recruitment  Aico Briones Gerida – Recruitment Specialist  Maryam Alshehhi – Recruitment Officer
<a href="mailto:hr@mbzuai.ac.ae">hr@mbzuai.ac.ae</a>	The existing email account will be used to send HR announcements and invitations to the MBZUAI community	N/A

You are requested to use the new email accounts for your specific queries or service requests with immediate effect.

Additionally, we are excited to announce the launch of our Employee Relations Helpdesk System, a platform designed to streamline and enhance the efficiency of employee relations service delivery.

The Employee Relations Helpdesk System is now seamlessly integrated with the [HR.ER@mbzuai.ac.ae](mailto:HR.ER@mbzuai.ac.ae) email account, providing a user-friendly interface for HR team members to resolve any employee-related concerns promptly.

We thank you for your cooperation and understanding of the above and for assisting our workforce to achieve success together.

Regards,

Human Resources

**For more information:**  
visit [mbzuai.ac.ae](https://mbzuai.ac.ae)



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