



CAREER PROFILE:

- Senior Certified Professional in good standing with Society of Human Resources Management
- Diploma, Human Resources (2017)
- 19 years management experience, 13 years international experience
- 10 years working as a paralegal both on a full-time basis as well as on a consultant basis
- Contract negotiations and budget management experience
- Leadership and management of business support functions including performance management, personnel management, succession planning and organizational development
- Proven track record for delivering operational excellence in a variety of demanding and complex operating environments
- Results driven, proactive and resourceful, I have consistently advanced in every position I have had.

SELF-EMPLOYED CONSULTANT (Erbil, Iraq) *Technical Writer*

November 2019 – Present

Providing a full suite of business support and technical writing services to Oil and Gas Service Companies operating within Kurdistan, Canada, USA and Russia. I am primarily engaged to provide interpretation and responses to tenders issued from various Oil and Gas companies, including commercial and technical clarifications. Additionally, I also provide business support for documentation creation and registration with the Kurdistan Regional Government's Ministry of Natural Resources.

THE ANVIL / SUPPLY EXPRESS (Erbil, Iraq) *General Manager*

May 2019 – November 2019

Engaged for a six-month contract to support two procurement companies servicing the Oil and Gas industry and operating out France, Turkey, Dubai and the Kurdistan Region of Iraq, I had responsibility to coordinate daily operations and improve and implement procurement strategy and policies. I was also responsible for all technical tender writing.

DNATA AIRPORT OPERATIONS (ERBIL, IRAQ)

April 2018 – April 2019

dnata is one of the world's largest ground handling and air service providers. Operating in 35 countries over 6 continents, it is an innovative and growing business within Emirates Group.

HEAD OF BUSINESS SUPPORT

Encompassing my previous responsibilities, this new designation granted me greater accountability in the leadership and management of all business support functions with an aim to contribute to the Group HR and administrative strategy driving and implementing strategic and operational programs.

BUSINESS SUPPORT MANAGER

- In addition to my responsibilities as HR & Accommodation Manager, further responsibilities added to my remit included overseeing and managing all administrative, IT and transport activities.

HR & ACCOMMODATION MANAGER

- Responsible for HR department: leading, planning and formulating recruitment schedule; onboarding/offboarding of employees; Visa and airport badge processes; disciplinary/grievance and investigation procedures and support of a diverse employee base
- Oversee payroll and attendance submission to finance
- Develop and implement HR policies for the business

- Design and implement Performance Management Process including Performance Improvement Plans by providing guidance and advice on continued staff development by setting objectives, development plans, coaching and providing feedback
- Review and update employee contracts and agreements
- Lead HR Projects including compensation and benefits plans and revisions
- Manage internal HRMS internal databases
- Identify opportunities to enhance employee engagement and morale based on feedback from culture surveys, exit interviews and employee contact throughout the business
- Coach, guide and manage Business Support Coordinators and Agents
- Report on HR metrics
- Advise line managers and staff on company policies and procedures, including amendments to same to ensure consistency in implementation
- Coordinate accommodation requirements for all staff and management
- Negotiation with landlords to establish cost effective leases including support requirements for property maintenance

FALCON GROUP/EMPIRE WORLD(ERBIL, IRAQ)

April 2012 – March 2018

Falcon Group is a conglomerate of companies including security, agriculture, construction, landscaping, oil and gas, real estate development, concrete batch plant, catering, interior design and facility management.

DIRECTOR OF ADMINISTRATION & HR, MANAGER OF BUSINESS PROPERTIES & MEMBER OF BOARD

Board Member Functions:

- Serve as trusted advisor to the President and Vice-President
- Identify, create and serve on committees evaluating organizational governance, CAPEX and control
- Established company policies and procedures for various departments
- Setting salaries and compensation of management and evaluation of same

Director of Administration Functions:

- Cut OPEX costs by 360K per year through vendor contract review
- Responsible for IT, HR, marketing/advertising (1.3M budget) and facility management staff
- Review and approve vendor contracts ensuring compliance
- Approve invoices for payment ensuring loans and payments comply with expenditures
- Monthly budget and cash balance preparation

Manager of Business Properties:

- Achieved 14.6M in apartment/villa rentals and 25M in office rentals since 2014 overcoming economic market challenges
- Direct and manage all aspects of lease administration (residential and commercial properties), lease compliance, expenses and asset management/inventory
- Negotiating, drafting and finalizing leases
- Support the company objectives of savings achieved from challenging and negotiating lease expenses, renegotiation of lease terms and disposition of excess properties
- Prepare monthly budget, statements of accounts and variance reports
- Oversee property management services including facility management and preventative maintenance and third-party vendors

HR Functions:

- Interviewing, hiring and training employees
- Planning, assigning and directing work
- Established Employee Handbook as well as annual employee goals (KPIs) and development plans
- Rewarding and disciplining employees, address complaints and resolve problems
- Manage compensation processes
- Implement policies and procedures manual and manage all employee documentation
- Oversee HR admin staff

UNIQUE MARITIME GROUP FZE (DUBAI, UAE)

Unique Maritime Group of Companies offers a wide array of integrated services to support operations in many offshore industries.

***BUSINESS DEVELOPMENT MANAGER
(ACOUSTICS/HYDROGRAPHY – RENTAL DEPARTMENT)***

July 2010 – December 2010

- Develop new contacts and opportunities for business
- Spearheaded the website content as well as updates and press releases
- Negotiation of commercial contracts including pricing details

TRITECH INTERNATIONAL LTD. (ABERDEEN, SCOTLAND)

Tritech provides sonars, sensors, cameras and tools to professional underwater markets. StarFish Seabed Imaging Systems fell under my remit and had been branded separately under the Tritech name as the smallest side scan sonar on the market.

***SALES EXECUTIVE &
BUSINESS DEVELOPMENT MANAGER***

March 2008 – February 2010

- Sales and marketing
- Distributor contract/agreement negotiations and finalization
- Increased the distributor network from 15 to 48 distributors spanning 28 countries over 9 months
- Reversed sales in a stagnant market
- Ultimately appointed the champion for Tritech's entire leisure line of products

PROFLO PRODUCTION SEPARATORS LTD. (CALGARY, CANADA)

Proflo is an oilfield service-based company providing pressurized vessels for the oil and gas industry in Alberta, Canada.

SALES MANAGER

September 2003 – July 2007

- Maintenance and expansion of existing customer base including identifying and developing sales opportunities
- Consistently met and exceeding established goals and grew company from 5 units to 9 through the acquisition of new contracts with clients such as Penn West, Petro Canada, CNRL, Husky and Apache

NINETY DEGREES NORTH LTD.

ACCOUNT MANAGER

January 2002-September 2003

Contract sales and marketing for several industry related companies including:

LANCO WELL SERVICES (service rigs)
COIL TUBING COMPLETIONS (coil tubing, capillary line, N2 and production testing)
REMOTE WIRELINE (wireline and production testing)
ARCTIC ENERGY SERVICES (production testing)
SOUTHERN WELL TESTING (production testing)
SDA TECHNOLOGIES (surface data acquisition and slickline)
QUESTOR TECHNOLOGIES (incinerators)

EDUCATION:

Society for Human Resource Management, SHRM-SCP Senior Certified Professional (since February 2020)

Certificates:

- Aviation Security
- GDPR Compliance Training
- dnata VMS (Vision, Mission and Values)
- IATA Certificate Cat 10
- Safety Risk Management for SMS
- Fundamentals of Human Factors
- Human Resources: Building a Performance Management System
- Performance Based Hiring
- Stepping up to Leadership
- Talent Sourcing
- Time Management Fundamentals
- 5 Ways to Reinvent Your Performance Management Process
- How HR Can Balance Compliance, Vision and the Employee Experience
- Creating Culture: How to Develop an Intentional Company Culture
- Connecting Engagement to Organization Success
- COVID 19 – Employer Challenges
- Workplace Investigations in the COVID-19 Era
- Preparing your Organization for Safe Re-Entry During COVID-19
- Coaching Overworked Managers
- How to Give Feedback & Performance Reviews Like a Coach, Not a Boss
- Using Data to Manage Human Capital
- Building a Strong Recruitment Plan for Your Organization
- Where HR Data Makes a Difference

Southern Alberta Institute of Technology

- 2005 - Well Testing Operator
- 2005 - Production Field Operator

Petroleum Institute of Technological Services

- Workovers and Completions
- Certificates (expired) in: Standard First Aid; Level A CPR; WHMIS; TDG and H2S Alive

Alberta Arbitration and Mediation Society: Mediators I and II

University of Alberta: B.A. in Psychology