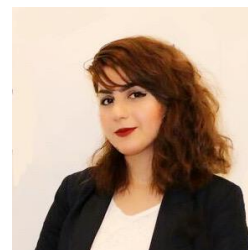


Zainab Kamal Mahdi

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WORK EXPERIENCE:

Oct 2019 – Oct 2020

Learning & Development Officer

Rotana Hotel Management Corporation

Duties & Responsibilities:

- Analyse the property's Learning & Development needs and prioritize such needs for the Director of Learning & Development to review.
- Write the property's Learning & Development plan and share it with the Director of Learning & Development.
- Organize and conduct new colleagues' on-boarding activities as per Rotana guidelines.
- Conduct Off-Job Training programmes to colleagues in Populations 3 and 4 and coordinate regional courses where applicable.
- Co-ordinate and communicate training and activities with Department Heads and Departmental Training Coordinators.
- Assist in reviewing the success of the 6-month Learning and Development plan by using various metrics to monitor and evaluate the 'Return of Expectations' of the development programmes i.e. colleague satisfaction survey, guest satisfaction survey, mystery guest report, financial figures, retention rate, accreditation results, etc...
- Assist Director of Learning and Development to monitor the quality of On-Job training by attending departmental training sessions and giving feedback on performance.
- Assist Director of Learning and Development to monitor the quality of performance certification for new joiners.
- Ensure all necessary documents, off-job attendance records, course critique summaries are filed or archived.
- Co-ordinate external training courses with nominated suppliers for courses such as Food Hygiene and HACCP, etc...
- Monitor on a monthly basis the property's Learning & Development budget.
- Assist in the selection and development of interns and work experience placements.
- Ensure that Management Colleague Development records of are kept updated.
- Prepare the monthly calendars and reports in a timely manner.
- Ensure that the Cross Training and internship activities are taking place according to Rotana policies.

- Issue the required certification for colleagues who attended and completed corporate training programmes.
- Ensure the department's notice board is kept up to date with the current Learning & Development calendar and relevant information.
- Develop and maintain the property's Learning & Development library.
- Conduct and record the Departmental Learning & Development standard reviews.
- Coordinate the payment of the Departmental Training Coordinators and Departmental Trainers' allowance.
- Promote efficiency, confidence, courtesy and high standard of social skills.
- Display a pleasant manner and positive attitude at all times and promote a good company image to guests and colleagues.

Feb 2018 – Oct 2019

HR Manager
Al-Burhan Group

Duties & Responsibilities:

- Develop and implement HR strategies and initiatives aligned with The overall business strategy.
- Manage the recruitment and selection process.
- Support current and future business needs through the development, engagement, motivation and preservation of human capital.
- Organizing and maintaining personnel records.
- Updating internal HR databases.
- Prepare HR documents, like employment contracts and new hire guides.
- Answer employees' queries about HR-related issues.
- Assist payroll department by providing relevant employee information (e.g. leaves of absence, sick days and work schedules).
- Arrange travel accommodations and process expense forms.
- Preparing foreigners visa docs (Blood test, Residency, etc.).
- Monitors unemployment claims by reviewing claims; substantiating documentation; requesting legal counsel review.

Apr 2018 – Oct 2019

Business Development

Al-Burhan Group

Duties & Responsibilities:

- Administering the business affairs.
 - Following up the business contracts.
 - Developing contractor's relations & improving their satisfaction.
 - Seeking potential business opportunities, and following up the local tenders' publications.
 - Marketing the business services to potential clients.
 - Developing business models, in order to offer advanced solutions to the clients.
 - Working alongside with the General Manager to provide business support for the management.
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Mar 2017 – Feb 2018

Administration & Finance Assistant

WR @ KM Company (Mitsubishi Exclusive Dealer in Iraq).

Duties & Responsibilities:

- Ensure that all payments are accurately documented and have supporting documents.
- Assist with preparing of client Invoices preparing hard and soft copy files for audit.
- Create and maintain accurate records of clients and ensure that all records are backed up on a regular basis.
- Document control for all correspondences.
- Schedule and coordinate meetings, appointments and travel arrangements for the staff.
- Prepare and modify documents including correspondence, reports, drafts, memos and emails.
- Submit and reconcile expense reports.
- Liaise with executive and senior administrative assistants to handle requests and queries from senior managers.
- Ensure that all inquiries received are either resolved or are on a clear path to resolution within 24 hours of the time they are received.
- Ensure accurate and timely payment processing via a variety of payment applications.
- Supports and implements logistics procedures.
- Research and resolve accounting and financial discrepancies.
- Assist with financial reconciliations and document control.
- Perform other basic accounting and clerical functions to support overall business.

Nov 2015 – Feb 2017

Office Assistant

Anwar Babel Company (Nissan Exclusive Dealer in Iraq).

Duties & Responsibilities:

- Organize and schedule appointments.
- Plan meetings and take detailed minutes.
- Develop and maintain a filing system.
- Update and maintain office policies and procedures.
- Act as the point of contact for internal and external clients.
- Assist in resolving any administrative problems.
- Prepare and modify documents including correspondence, reports, drafts, memos and emails.
- Manage internal documents.
- Provide administrative support tasks as needed.
- Be in constant communication with team members via Slack.
- Work in tandem with departments across the organization to ensure a high level of communication and transparency.

EDUCATION

June 2014

University of Al-Mustansriya –College of Education

BSc, Arabic Language.

Courses Taken

- Successfully completed training on "Nissan Product & Customer Handling" Standards by Suhail Bahwan Automobile Group Held at Anwar Babel Training Center, Baghdad (20th to 26th February 2016).
- Successfully completed training on "Al- Ameen Accounting System" By Al – Khyail Company (9th to 12 May).
- Introduction to Customer Relationship Management by Suhail Bahwan Automobile Group Held at Anwar Babel Training Center, Baghdad (3rd to 5th January 2017).
- Successfully completed "HR Fundamentals course" by CIPD – Chartered Institute of Personnel and Development (5 weeks).
- Successfully completed "Train the Trainer Bootcamp – Beginners – Advanced online course on June 2019.
- Successfully completed "Train the Trainer Bootcamp – Mastery Certification online course on June 2019.
- Successfully passed IELTS exam on August 2019.

Computer Skills

- Microsoft office programs.
- Internet communications.

Languages:

Arabic (Native), English (Fluent).

References available upon request
