

PERSONAL INFORMATION

- Nationality : Bahraini
- Marital Status : Married
- Address : P.O. Box 70550,
Manama, Kingdom of Bahrain



OBJECTIVES

Looking for the greatest opportunity to work as HR and Administration Manager for a reputed company. Aspiring to be in management where I can capitalize on my experience, contacts and keen interest to learn, towards the benefit of project, team and company. Maintain and enhance human resources and administration productively in an organization, mentoring and coaching team members, identifying talent and deploying professional development programs in order to achieve organisational goals and fulfill employees' needs.

PERSONAL PROFILE

- More than 28 years of professional experience in Human Resources and Administration
- Handle employee relations, counseling, and grievances while interacting with staff across all levels of the organisation
- Highly organised and motivated team player and the ability to work under pressure
- Strong knowledge of organisational development
- Proactive approach, capable of challenging with an understanding of a value driven culture
- Always seeing a task right through to the end
- Sociable by nature and easy to get along with it
- Track record of successfully delivering HR change
- Develop and implement HR strategies and initiatives aligned with the overall business strategy.
- Demonstrate professional excellence in the human resources management
- Human capital acquisition with timeline (sourcing, selection, appointment & staff work)
- Salary and wage structure/payroll, job grading & evaluation, salary reviews, compensation & benefits, incentive, training & development, final settlement and employee exit arrangements
- In-depth knowledge of GCC labor law and HR best practices
- Ensure legal compliance throughout human resource management

ACADEMIC QUALIFICATION

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| ○ American World University, California, U.S.A. | Aug-2005 |
| Bachelor of Arts (Major: HR Management) | |
| ○ Ministry of Education, Kingdom of Bahrain. | Jul-1985 |
| High School Certificate (Commercial Studies) | |

PROFESSIONAL QUALIFICATION

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| ○ Chartered Institute of Personnel and Development "CIPD", U.K. | Ongoing |
| Advanced Certificate in Human Resources "Level-7": | |
| <ul style="list-style-type: none">▪ Developing Skills for Business Leadership▪ Organisation Design and Organisation Development▪ Performance Management▪ Resourcing and Talent Management | |
| ○ Chartered Institute of Personnel and Development "CIPD", U.K. | Sep-2013 |
| Diploma in Human Resources Management "Level-5": | |
| <ul style="list-style-type: none">▪ Business Issues and the Context of Human Resources▪ Developments Professional Practice▪ Contemporary Developments in Human Resources Development▪ Using Information in Human Resources▪ Improving Organisational Performance▪ Managing and Coordinating the Human Resources Function▪ Resourcing and Talent Planning▪ Reward Management | |

DIPLOMA QUALIFICATION

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| ○ Arab Board for Consultancy & Training | Jul-2015 |
| Personology Diploma | |
| ○ Victory Training and Development Institute | Apr-2013 |
| Intermediate Level Diploma in Human Resources Management | |
| ○ Bahrain Training Institute | Jan-2010 |
| Diploma in Bahrain Labor Law | |
| ○ Bahrain Training Institute | Jul-2003 |
| Diploma in Human Resources Management | |

TRAINING COURSES

- **Bahrain Institute for Banking and Finance (BIBF), Bahrain**
 - The Line of Manager's Role in Training.
 - Improving the Impact, Effectiveness and Efficiency of Training.
 - Effective Recruitment and Selection.
 - Performance Management Appraisals.
 - Time Management for Managers.
 - Leadership for Senior Managers.
 - Effective Team Communication.
 - Management Effectiveness.
 - Stress Management.
 - Managing People Problems.
 - Building High Performance Team.
 - Managing Change.
 - Bank Risk Management
 - Budgeting Preparation & Control.
 - Financial Accounting
 - Negotiable Instruments
- **Origin Group**
 - Bringing HR to a Table
- **International Academy for Training & Consulting,**
 - Problem Solving & Decision Making
- **Institute International Research (IIR)**
 - Essential HR Skills – Part I.
 - Essential HR Skills – Part II.
 - GCC Training Forum.

PROFESSIONAL EXPERIENCE

Human Intelligence Consultancy, Kingdom of Bahrain

Aug-2016- Present

HR & Administrative Director (Reporting to the Owner)

- Analyzes wage and salary reports and data to determine competitive compensation plan.
- Writes directives advising department managers of Company policy regarding equal employment opportunities, compensation, and employee benefits.
- Ensure payroll is completed accurately and to deadline.
- Develops and maintains HR system that meets management information needs.

- Writes and delivers presentations regarding HR PPMs.
- Develop annual plan and budget for all HR activities in strategic alignment with the business objectives of the Company.
- Liaison with legal advisors and government officials, such as Labor Market Regulatory Authority “LMRA”, GOSI, Ministry of Labour, Ministry of Health, Ministry of Interior, Immigration and Central Bank of Bahrain etc.
- Manpower Reviews and further appropriate actions/steps for reduction.
- Recruits, interviews, tests, and selects employees to fill vacant positions.
- Plans and conducts new employee orientation to foster positive attitude toward our goals.
- Keeps records of benefits plans participation such as insurance, personnel transactions such as leave records, hires, promotions, performance reviews, warning letters and termination.
- Managing performance appraisal review and safety.
- Administers compensation and benefit programs.
- Conducts salary surveys within labor market to determine competitive wage rate.
- Prepares the annual budget of HR operations and administration.
- Prepares employee separation notices and related documentation, and conducts exit interviews to determine reasons behind separations.
- Ensure all HR activities are carried in compliance with the provision of Bahrain labor law.
- Maintenance of office premises and ensuring renewal of necessary licenses.
- Strategic and operational management of all human resource activities.
- Handle high-level HR issues and highly confidential projects.
- Support senior management to improve the HR team s efficiency.
- Develop and administer HR plans and procedures that relate to company personnel.
- Pro-actively identify ways of improving the effectiveness of teamwork and participate in building high performance teams across the board.
- Responsible for formulating the job description & job specification
- Facilitation and content building for behavioral skill are the primary responsibilities.
- Identification of the training needs across all line of service and mapping with training availability and mapping of technical training and competency gap analysis.

Gulf One Investment Bank B.S.C. (C), Kingdom of Bahrain

Jun 2009 – Aug-2016

Regional HR & Administration Manager (Reporting to the COO)

- Develop and implement programs which foster sound employee relations and engagement
- Oversee senior management succession and leadership planning, and work with senior management to establish a robust management succession plan.
- To develop, recommend and administer approved policies and procedures in HR, employee relations and related issues, consistent with business strategic plans, objectives and priorities.
- To ensure compliance with all laws and regulations in all jurisdictions of operation.

- Development of annual manpower planning and recruitment Plans.
- To manage the training and development programmes.
- To create HR strategies and concepts that enable the attainment of the strategic goals and initiatives of the Bank in a highly competitive, customer-oriented environment.
- To provide a logical balance of internal development and outside recruitment to ensure professional development expertise at all levels of the organisation.
- To maintain & implement all necessary HR PPM's to enable the Bank to achieve its objectives.
- To ensure that the welfare of employees, relating to their entitlements is applied.
- Liaison with legal advisor & government officials, such as Labor Market Regulatory Authority "LMRA", GOSI, Ministry of Labour, Ministry of Health Ministry of Interior and the Immigration.
- Participate in overall supervision over the activities of compensation and benefits to ensure that all procedures are up to date and maintained at the highest level.
- To handle crises and difficult human relation situations to ensure that they don't get in the way of the Bank achieving its objectives in coordination with Department's Head and superior.
- To process and complete the monthly payroll and maintaining payroll records.
- To prepare / supervises staff final settlement for staff leaving the Bank.
- To maintain and monitor staff annual, sick and others leave records for all employees.
- Preparation of Appointment Letters and Salary structure as per job band.
- To maintain staff medical, life, travel, Bankers Blanket Bond "BBB", professional indemnity insurance policies, negotiate renewal ensuring best benefits to staff at competitive prices and obtain approval from superior prior to finalising renewal.
- To monitor staff attendance records and produces quarterly report to the management.
- To ensure all work permits, visas are properly handled and renewed.
- Maintains the work structure by updating job descriptions.
- Maintains historical human resource records by designing a filing and retrieval system; keeping past and current records.
- Liaise with Ministry of Interior / facilities company on matter relating to security / fire-fighting.
- Advise managers on organizational policy matters such as equal employment opportunity and sexual harassment, and recommend needed changes.
- Analyze training needs to design employee development and health and safety programs.
- Establish and recommend salary ranges, offers, and compensation adjustments and monitor salary reports for equity, compression or other issues.
- To handle emergency situations in the Bank's premises ensuring that the floor is equipped to meet the emergency situation.
- Liaise with Building's owner regarding matters related to lease and renewal agreement, termination, car park agreement etc.
- Liaise with sub-tenants of the floor regarding matters related to the tenancy sub-leasing relationship ensuring all tenants are comfortable.

- Prepare the HR annual budget for management review and approval.
- Initiate, negotiate, recommend to the management, finalise and follow up office leases.
- To plan and oversee implementation of any structural changes in the floor whenever required.
- To ensure that all design, safety and security requirements of the office and of the local authorities are adhered to in full to prevent any incidents.
- To maintain Bank's insurance policies renewals and negotiate renewal ensuring best benefits to the Bank at competitive prices and obtain approval from superior prior to finalising renewal.

Gulf Executives Company, Kingdom of Bahrain

May 2008 ~ Apr 2009

Senior Consultant (Reporting the General Manager)

- Generate new business, building a network of prestigious clients across the Gulf in line with the Company strategy, making suggestions and generating target plans for the team.
- Build long-term relationships with clients to understand in-depth their HR needs and working with other team members to create tailored HR solutions.
- Research, network and carry out meetings with potential clients in line with the team business development strategy and Company brand in collaboration with other team members.
- Negotiate client projects in accordance with Company's term of business.
- Compile and present Client Proposals in line with Client HR needs and Company Brand.
- Conduct in-depth job analysis with the client to complete the job description, giving professional advice and guidance when required.
- Research and draft initial job descriptions and research market salary rates, supported by the Associate Consultant, and liaising with any other team members where necessary.
- Compile all necessary interview questions using the key competencies.
- Conduct all necessary research for headhunting and approaching suitable candidates for all assigned engagements and assisting the team on other engagements, as directed by the Managing Consultant, according to the Company's procedure and format.

Scott Wilson Ltd., Kingdom of Bahrain

Feb-2007 ~ May-2008

HR and Administration Manager (Reporting to the General Manager)

- Maintain and implement all necessary HR Policies, Procedure and Manual (PPM) to enable the Company to achieve its objectives.
- Maintain initiative and take minor work-related decisions to reduce workload.
- Supervise the day-to-day work of employees in HR Department
- Advise management on the required HR policies ensuring that the Company has a highly motivated and high-performing workforce through.
- Advise line managers on all employment policies and laws and ensure that the Company meets the legal and social obligations.

- Ensure that the welfare of employees, relating to their entitlements is applied in accordance with HR PPM, including preparing circulars reflecting policy or procedural changes and recommend changes to immediate superior to accommodate new situations or improve their applicants.
- Monitor employee morale and make necessary recommendations to improve it. Deal personally with employees' representatives and ensure that two-way communication takes place on issues of concern to both Management and employees.
- Plan, develop and implement strategy for HR management and development including recruitment & selection, discipline, grievance, counseling, training & development, morale & motivation, salary scale, cultural & attitudinal development and annual performance appraisal etc.
- Directly involved in the Company grievance and disciplinary procedures.
- Handle crises and difficult human relation situations to ensure that they do not get in the way of the Company achieving its .
- Liaison with legal advisor and government officials, such as Ministry of Labor, GOSI, Lawyer, and COEPP etc. in matters concerning Scott Wilson.
- Maintain in custody records of personnel files and HR system in strict confidentiality.
- Organize annual staff appraisal process.
- Prepare annual staff pay report to GOSI.
- Design and run training programs to ensure that employees have the necessary knowledge, skills and approach to carry out their responsibilities effectively.
- Ensure training and development activity contributes to improving the performance of Scott Wilson employees and teams in order to improve performance of Scott Wilson overall.
- Participate in overall supervision over the activities of benefits and research to ensure that Company's Personnel, Pay and Allowance Manuals, Organization and overall HR PPM are up to date and maintained at the highest level.
- Process and complete the monthly payroll run including salary review, adjustment, overtime, deductions, accounting entries and maintaining payroll records.
- Receive process and monitor approved staff personal loans and advances and maintain records.
- Prepare and maintain annual staff expenditure budget.
- Prepare final settlements for staff leaving the Company.
- Maintain staff annual leaves plan.
- Maintain and monitor staff annual leave, sick & other leave records and issue appropriate warning messages in coordination with the Regional Manager.
- Maintain staff Medical insurance ensuring best benefits to all staff.
- Monitor staff attendance record.
- Ensure that suitable applicants are selected for employment and that employment agreement is in accordance with Company's policy and Bahrain Labor Law/regulations.
- Ensure all work permits, immigration and related documentation are properly handled and renewed for expatriate employees.

Bahrain Kuwait Insurance Company, Kingdom of Bahrain

Jan-2006 ~ Jan-2007

HR Manager (Reporting to the CEO)

- Plan, develop and implement strategy for HR management including recruitment and selection, discipline, grievance, counseling, training and development, morale and motivation, salary scale, job grading, culture and attitudinal development and annual performance appraisal etc.
- Advises management on the required HR policies.
- Ensures that the welfare of employees, relating to their entitlements is applied in accordance with HR PPM, including preparing circulars reflecting policy or procedural.
- Ensures that the Company has a highly motivated and high-performing workforce through and in coordination with the Departments' Managers and general Management.
- Ensures training and development activity contributes to improving the performance of BKIC employees in order to improve performance of BKIC overall.
- Ensures that suitable applicants are selected for employment and that letter of intent/employment contracts are in accordance with Company's policy and Bahrain Labor Law/regulations.
- Be actively involved in the development of the HR plans/reports according to the HR planning and management information cycle.
- Monitors measure and report on HR issues, opportunities and development plans and achievements within agreed formats and timescales.
- Liaison with legal advisor and government officials, such as Ministry of Labor, GOSI, and CBB etc.
- Organizes annual staff appraisal process.
- Makes necessary arrangements and participates in the Company's recruitment process.
- Develops and implement recruitment & selection procedure and manual tools.
- Handles crises and difficult human relation situations to ensure that they do not get in the way of the Company achieving its objectives.
- Designs and runs training programs to ensure that employees have the necessary knowledge, skills and approach to carry out their responsibilities effectively.
- Forecast, evaluate, plan, develop and implement training and staff development programs for all company employees in coordination with the Department Managers.
- To carry out training needs analyses ensuring that business strategy and objectives.
- Co-ordinate established courses with technical and professional courses.
- Working with senior management to formulate HR plan, manpower objectives, HR policies and procedures for the company to support the business plan.
- Designs, runs, evaluate and develop the recruitment & selection processes.
- Keeps up to date with current employment legislation and ensuring that line managers and the senior Management are effectively briefed on any relevant changes.
- Manage and develop direct reporting staff.
- Behave professionally at all times and maintain confidentiality of information.
- Acting as a back-up for the Personnel Manager during her absence.

United Gulf Bank B.S.C., Kingdom of Bahrain

Jun-2002 ~ Dec-2005

HR Manager (Reporting to the Deputy CEO)

- Apply HR strategy that provides a skilled and motivated workforce with the capability to ensure that the organisation meets its goals.
- Maintain and implement all necessary HR Policies and Procedures Manual (PPM) to enable the Bank to achieve its objectives.
- Developing and administering HR plans and procedures that relate to company personnel.
- Directly involved in the Bank grievance and disciplinary procedures.
- Maintains in custody records of personnel files and system / software.
- Liaison with legal advisor and government officials, such as LMRA, GOSI, Ministry of Labor, Ministry of Health in matter concerns UGB.
- Organize annual staff appraisal process.
- Handles crises and difficult human relation situations to ensure that they do not get in the way of the Bank achieving its objectives in coordination with respective department's Head and superior.
- Prepare annual staff pay reports to GOSI.
- Prepare and maintain the monthly staff leaving indemnity accrual.
- Maintain yearly staff annual leaves plan.
- Planning, organizing, and controlling the activities and actions of the HR department.
- Process and complete the monthly payroll run including calculation of overtime and maintaining payroll records.
- Prepare / supervise staff final settlement for staff leaving the Bank and ensure such process is carried on timely and accurate basis.
- Receive process and monitor approved staff personal loans / advances, ensuring they are within the Bank's policies and maintain its records.
- Maintain and monitors staff annual leave records and sick leave records and issues appropriate warning messages.
- Maintain Staff Medical, life and PGH insurance, negotiate renewal ensuring best benefits to staff at competitive prices. Coordinate with superior and obtain approval prior to finalizing renewal.
- Make necessary arrangements and participate in the Banks recruitment process of new staff for all departments as outlined in the HR PPM.
- Contributing to the development of HR department goals, objectives, and systems.
- Liaise with insurance company concerning staff claims and related matters. Process, maintain staff medical claims and keep a track record of all claims sent.
- Monitor staff attendance record and produces quarterly summary report to management.
- Ensure that suitable applicants are selected for employment and that contract of employment for expatriates and employment agreements are in accordance with Bank's policy and Bahrain Labor Law/regulations.

- Ensure all work permits, immigration and related documentation are properly handled and renewed for expatriate employees.
- Maintain staff club membership's records and follows up related matters.
- Design and run Training Needs Analysis (TNA) programs to ensure that employees have the necessary knowledge, skills and approach to carry out their responsibilities effectively and provide overall supervision of training and career development.
- Managing overall training activities encompassing establishment and development of curriculum training for all staff and adopting validated testing procedures.
- Organise and develop training manuals, reference library, testing and evaluation procedures, multimedia visual aids and other educational materials.

The Bank of Tokyo-Mitsubishi, Ltd., Kingdom of Bahrain

Jun 1986 ~ Jun 2001

Assistant Manager (reporting the Deputy General Manager)

HR, Accounting & Finance, Administration and Information Technology.

Key Skills

- Strong skills in leading change, project management & building relationships.
- In-depth knowledge of employment law and human resources practices.
- People oriented and results driven.
- Ability to manage change effectively, display initiative and follow through on development of ideas.
- Highly developed influencing skills combined with the ability to manage a challenging and diverse client base and the confidence to question Management about actions / decisions.
- Possess excellent leadership and communication skills.
- A team player with strong interpersonal and communication skills.
- Strategic thinker with confidence and speed in execution.
- An acute sense of business management and administration.

COMPUTERS

- Experts skills in MS Windows, MAC System, MS Office, Crystal Reports, HR System including SAP & Online Employee Self Service Software as well as Attendance System.

INTERESTS AND HOBBIES

- Reading, sports and participating in social activities.

PROFESSIONAL REFERENCES

Available upon request.