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**CURRICULUM VITA**

**SUMMARY**

Associate Member of the CIPD with over 6 years’ experience in a HR, Operation and administration managerial role in a large international organisation. Experience of learning & development, systems management, recruitment, health & safety & employee relations including staff management & project leadership.

**PERSONAL DETAILS**

Full Name: Nada Hussain Ghloom ( CIPD ASSOCIATE)

Date of Birth: 18/7/1986

Nationality : Bahraini

CPR Number : 860707687

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Mobile: 0097334099796 / 0097339053358

Marital status: Single

**EDUCATION**

* CIPD Diploma in Human Resource
* B.S.C in Human Resource
* High school certificate

**EXPERIENCE**

**LANDMARK GROUP Bahrain** **07/2015 – present**

***Territory HR Assistant Manager***

*Learning & Development (L&D)*

* Coordinate all aspects of employee Learning & Development for Operation team and MOD
* Manage annual PDR (Personal & Development Review) process, including ensuring all PDRs are completed within time-frame and completed documentation uploaded to L&D Database
* Develop, design & maintain Skills matrix
* Advise people managers on available & required training
* Work with external providers to facilitate group & individual training
* Assist L&D Manager with design & content of training courses
* design and deliver courses which will help to improve employee performance ( HR for non HR manager course , team building course etc...)

​*Recruitment*

* Manage the applicant tracking system and provide technical support to internal and external users
* Liaise with system providers to upgrade, enhance and troubleshoot ATS system
* Co-ordinate and conduct interviews for internal departments up to middle management level
* Issue contracts of employment and relevant documentation to new employees
* Conduct company induction & coordinate functional induction for new employees, up to and including Executive Director level
* Liaise with Operation general manager to produce comprehensive job descriptions and induction plans for new employees
* Manage the HR Information System ensuring accuracy and integrity of data at all times
* responsible for processing local and international candidate hiring visa process till they start working.
* Recruited and identified promising candidates.
* Responded to variables in the industry staffing up quickly when needed.
* Recommended out-sourcing when required.
* Negotiated favorable rates with staffing agencies.

*Company PR*

* Handling all PR responsibility from work visa renewing, applying work visa , employee enrolment , CR renewal , CPR renewal and issuing new CPR .
* Handling Labour issues
* handling all LMRA sites such as work visa , business visa , SIO , Tamkeen , COC.

​*Employee Safety, Health & Well-being*

* Ensure compliance to legislative requirements
* Safety representative for Head Office and operation team
* Carry out regular safety audits

*Employee Relations*

* Provide advice to employees & managers on company policy & legal requirements
* Working closely with various departments, increasingly in a consultancy role, assisting line managers to understand and implement policies and procedures
* promoting equality and diversity as part of the culture of the organization
* connection link between Corporate HR and Operation team in Bahrain

*Project work*

* Successfully co-ordinated & managed the achievement of the Excellence Through People Standard accreditation for Head Office and Operation team
* Member of the project team to develop and deliver the new Learning & Development Syllabus for company
* Deliver Happiness Movement project for head office and operation team
* Successfully led and implemented new work practices, specifically new access control procedures and introduction of Time & Attendance to Head Office and operation team
* Member of a number of cross-divisional forums e.g. resourcing forum, L&D forum
* Handling all Company sites such as HRK , CITRX, My Landmark.

*Administration*

* Successfully assisted in union negotiations ending in signed contracts.
* Conducted periodic and regular benefit plan evaluations. Reviewed current contracts and insured communications with all parties throughout the decision process.
* Administered short term disability plans leave of absence and paid time off for all employees.
* Requested staffing needs from department managers to avoid under-staffing.
* Insured all required employment documents were completed and signed.
* Provided new employees with their benefit options insured enrollment forms were complete
* provided each new employee a copy of the company policy employee manual.
* Administered the benefits program for all employees.

**NCC ALMOAYYED CONTRACTING GROUP Bahrain** 01/2014 – 06/2015

***HR Assistant***

* Ensuring the department complies with all recruitment Policies, Laws, and Regulations.
* Writing up professional job adverts.
* Putting together new employee starter packs.
* Setting up, monitoring and then tracking employee probationary periods.
* Carrying out background and reference checks on prospective employees.
* Acting as the first point of contact for anyone enquiring about a vacancy.
* Maintenance of the HR records and systems.
* Keeping track of any employee anniversaries and awards they are due.
* Screening phone calls, emails, letters and personal visits.
* Providing professional advisory support to company employees.
* Interpreting and clarifying the companies HR policies & practices
* Collaborates with managers and employees to improve work relationships and build morale
* Visit company site provide HR advice and help to all employee listen to their issue problem and find suitable solution
* Provide coaching and consultation on Employee Relation issues

**BAHRAIN DUTY FREE Bahrain** 01/2009 – 05/2013

***Sale assistant, Customer Service and Receptionist***

* Maintaining high standards of cleanliness in all public areas
* Informing customers of any collection times or delivery dates
* Resolving disputes and customer complaints
* Highlighting special offers and promotions to customers
* Providing product advice, knowledge and guidance to customers
* Extensive knowledge of call logging software
* Experience of Microsoft software like Word, Excel and PowerPoint.
* Producing written information for customers and reports for managers.
* Making recommendations to senior managers to improving customer service.
* Able to train, monitor and supervise junior or new staff
* Answering all incoming calls / emails and re-routing them to relevant parties.
* Meeting and greeting visitors ensuring they are signed in and inducted.
* Opening, distributing, collecting and taking the post.
* General administration duties, photocopying, filing etc.
* Dealing with any enquiries at the reception.
* Data entry onto internal systems.
* Reporting any problems to the office manager.
* Dealing with car park requests and hospitality requirements.
* Ensuring that the reception area is tidy and clutter free.
* Monitoring stationary stock and reordering when required.

**PERSONAL SKILLS**

* A good level of written and verbal communication skills.
* Able to quickly gain extensive knowledge of a company products & services.
* Possessing a confident and articulate telephone manner.
* Experience of working shifts, early mornings, afternoons, weekends & nights.
* Adaptive to change and ability to multi-task.
* Committed to promoting high quality standards at all times.
* Flexible and adaptable.
* Ability to stay calm under pressure.
* Able to react quickly and effectively when dealing with challenging Situations.
* Excellent communication skills able to liaise confidently with senior management.
* Good understanding of Director level responsibilities.
* An excellent level of attention to detail.
* Able to work on my own initiative and to tight deadlines.
* Excellent word processing, shorthand and effective minute taking and IT skills.
* Audio typing, word processing and shorthand experience.
* Ability to priorities workload in a demanding team environment.
* Experience & knowledge of Microsoft Office, PowerPoint, Excel, Outlook
* HR systems - Advance

**LANGUAGES**

* Arabic : Excellent in reading ,writing and speaking
* English : Excellent in reading ,writing and speaking
* Indian : Fluent speaking
* Persian : Fluent speaking
* Urdu : Fluent speaking

**REFERENCES**

available on request.