

Ms. Eman Khalid Janbi
(HRD MSc/ PROCSI)

Mobile: +966 54 2088 882 / Saudi Arabia / E-mail: eman.janbi@gmail.com

Objective

I am a management-level career professional with fifteen (15) years of work experience. I am proud to have a varied yet balanced experience in multinational, local, academic and Startup corporations, internationally and in Saudi Arabia. Most of my experience has been in people-oriented job positions focused on Relationship Management and Stakeholder Engagement. During which I have developed many valuable corporate skills:

[change management and communication strategy design and execution, Agile project management, leadership, process mapping, competency of strategic planning and ad hoc decision making, team work, collaborating with diversity, building and leading a multi-regional learning and development function].

I aspire to drive my career in business functions that are focused on developing human capacity through implementing accurate change management tools and methodologies. As I progress in my career journey, I plan to bring the learning of my corporate, entrepreneurship and academic experience to the level of a Sr. Management/Director role focused on applying change management to grow business through the development of its people. This aim comes from my sense of responsibility and passion to develop best-practice work environments and professional generations that will become the future leaders of business success locally and globally.

Professional Experience

2022- **Juniper Networks, EMEA**

Present **Employee Experience Programs Lead – Global Services - EMEA**

- Leading internal corporate communication activities for the EMEA region and playing the role of the central point of communication between regional leads and the central Communications team in the USA
- Initiating and managing enablement activities as part of new product launch programs
- Adopting the role of central liaison between sales and service and production stakeholders to insure the completion and success of training activities during new product launch programs
- Change management advisor in stakeholder adoption stages of new programs within the region and global programs
- Main stakeholder/ advisor in creating career development path and curriculum for regional sales team
- Overlooking engagement and enablement programs for region wise business and culture initiatives

2019- **Juniper Networks, Global**

Present **Organizational Change Management Project Co-Lead**

- Functioning as the main regional facilitator for change management corporate programs focused on customer success with the objective to meet deliverables as directed by the global office in the USA
- Ensuring the EMEA region change champions achieve the milestones of change programs on timely basis through program planning and reporting.
- Managing problem solving by ensuring all employee questions are answered and feedback is attended to by core project team.
- Functioning as the main driver and process owner of Train the Trainer program during a global Agile Project launch to implement Salesforce CRM.
- Working closely with an external consultant implementer to build and implement communication and interaction plans as part of the Train the Trainer program, which covered 170 trainers across the globe
- Managing the training program included Training Needs Analysis , auditing training design and managing training delivery
- Customizing interaction and communication processes according to different geographical regions' cultures which were learned on ad hoc basis through stakeholders relationship management
- Performing under a very tight schedule to accommodate multiple time-zones with high pressure from stakeholders

2018- **Juniper Networks, EMEA**

Present **Program Manager: Learning & Development and Graduate Programs – Global Services - EMEA**

- Leading Culture Change project through detailed analysis of corporate survey and measuring it against best practices performed to increase quality of business deliverables.
- Leading the communication design and execution to drive adoption of business processes Quality Management System

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- Leading change strategy design and implementation of all regional programs focused on learning and development within the service delivery team.
- Managing stakeholder engagement through collaborating with Director and VP level business leads to identify training gaps and learning needs and in turn creating the solutions to meet them
- Creating and adopting KPI's to measure success of implemented L&D programs
- Managing the execution of skills and competency mapping project focused on updating job role descriptions and clarifying career paths for the EMEA services organization
- Owning and managing communication initiative to create collaboration bridges between different functions within the same regional department . Including the full facilitation of webinars starting from building agenda with speakers until collecting feedback from attendance after the webinar is over
- Owning user facilitation and internal communication strategy of learning tools and resources to the regional team. Thus, by mapping learning resources into playlists and monthly selections as fit per job role requirements
- Managing all procurement activities for outsourced training purchasing to ensure value realization
- Managing internal client relationships by communicating and collaborating with regional change sponsors from the leadership team about deliverables and benefits gained from the implementation of training programs
- Managing of Europe Graduate Program included:
[Change Impact analysis by measuring the value-add of the program against business requirements and limitations on a regional level / Regional Trainee Management/ Regional Recruitment / curriculum development/ Training design and delivery/ Regional Performance Management/ Regional Financial budgeting / Skills and Competency mapping to help trainees transition from a graduate role to a permanent role within the suitable business function]
- Initiated The Learning and Development function within the Customer Service and Support organization to create opportunities for workforce transformation of 200+ employees
- Managing design, logistics, administration and launch of quarterly trainings program to ensure benefit realization for the end users who join the programs

**2015 –
2018**

Juniper Networks, Saudi Arabia

Talent Development Program Manager

- Managing strategy, planning and successful execution of the First Saudi Graduate program for local talent Network Engineers
- Ensuring change management effectiveness by managing budget calculations and monitoring procurement processes to all program expenses to ensure the realization of ROI benefits of the program
- Management of program intitled:
[Change Impact analysis by measuring the program value-add against business requirements and limitations on a regional level / Regional Trainee Management/ Regional Recruitment / curriculum development/ Training design and delivery/ Regional Performance Management/ Regional Financial budgeting / Skills and Competency mapping to help trainees transition from a graduate role to a permanent role within the suitable business function]
- Took initiative to create alternative solutions (using high quality experience and knowledge in HRD) to maintain the program existence in spite of budget cuts due to economic changes

**2014 -
2015**

University of Business and Technology, Saudi Arabia

Lecturer- College of Business and Administration, Human Resource Management

Acting Head of Department – Supply Chain

- Taught senior and entry level HRM and General business courses such as Leadership, Human Resource Development, Business Policies, Principles of Management.

**2013-
2017**

Nujeed Talents, Saudi Arabia

Founder and General Manager

- Board Member
- Directing operations and business development
- Taking full responsibility for overall business stability and scaling investment opportunities
- Creating Women Empowerment Programs and Saudization through youth internship employment

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2013-2014 **Effat University, Saudi Arabia**

Lecturer- College of Business , Human Resource Management

- Taught business basic courses to 100+ pre college students with beginner level English and managed to inspire them to submit a college level project
- Became a preferred Lecturer to teach the Principles of Management course required by all business students and offered as an alternative to all college students

2011-2013 **Ojeed Career Development, Saudi Arabia**

Founder and Graduate Employability Mentor

- Managed social media marketing procedures
- Created company branding documentations and internal forms
- Networked to create five business opportunities in six-months period
- Delivered Employability related workshops to university graduates and high school students

2011-2012 **Ingeus-Deloitte (Taqat), Saudi Arabia**

Employer Account Manager

- Was hired amongst the first group of staff to implement the concept of “public employment office” in Saudi Arabia as part of national HR transformation
- Managed the employment of 200 female candidates from national unemployment program “Hafiz”, in 7 months
- Built and maintained the relationship with 50+ employees to become the exclusive sourcing entity for female vacancies
- Planned , designed and facilitated activities to derive culture change amongst the 35 onsite advisors team on monthly basis

2010-2011 **Nestle Jeddah, Saudi Arabia**

HR specialist: Recruitment and Development

- Participated in the HR transformation program by successfully managing to close multiple vacancies in seven months only, through internal and external recruitment
- Gained good local awareness for Nestle and increased personal local HR network by managing relationships with government/society/private employment entities and programs to increase Saudization, females and special needs employment.
- Successfully practiced development role by initiating trainee internships program for IT female students.

2007-2009 **Cisco Systems Int. B.V. Netherlands, Saudi Arabia**

Sales Account Manager

- Gained leadership, account planning, business development and global team interaction competencies through a sales role, starting as an associate account manager in the Netherlands, then transforming to a services account manager in the real estate industry of Saudi Arabia, as the first female account manager in the country.
- Developed best practice soft skills, communication and dealing with diverse customers skills through an intensive graduate program with global colleagues from Europe, African and Asia.
- Gained time management skills through performing daily sales tasks, which included finding opportunities in local market, marketing to customers, enabling and training third party integrators to implement projects. All projects included virtual interaction with global team members.

2006-2007 **Tamer Co. Jeddah, Saudi Arabia**

Supply Chain Coordinator

- Captured general local small business operation experience through being a country coordinator in Medical Equipment division. Stock Management/ Customer Service/Communication with Multinational Vendor [Roche Diagnostics].

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Academic Experience

2010 University of Manchester

Manchester, UK

MSc, International Human Resources Development

Merit 2:1 (Scholarship: Saudi Arabian Government)

- Acquired theoretical, intellectual and analytical writing and discussion abilities, through modules focused on studying business organisations and organisational psychology in relation to the development and change management of individual employees and their national cultures.
- Gained a broader multicultural perspective and teamwork competencies by working on projects with international colleagues and undertaking the role of course representative to facilitate between students and school management.
- Dissertation topic: National and Corporate Culture and Graduate Training Programmes

2006 Effat College , Saudi Arabia

BSc Information Systems (GPA 3.79/4.0 Hnrs)

2003 Oregon State University, USA

Comp. Science/ Int. design (GPA 3.57/4.0 Hnrs)

Skills and Certificates

Languages

- Fluent Arabic and English (reading and writing)
- Elementary French (starting language classes to develop further)

Certificates

- PROSCI Change Management
- STRONG psychometric intervention (expected March 2013)
- Multiple training workshop (communication, time management, family financing, value creation)

Groups and Committees

- Develop Human Capital – KSA, Founder
- Jeddah HR Club, Member
- Junior Professionals Program (founder and trainer), Personal initiative
- HRD Student Representative , University of Manchester
- International 16 earth circle, International Society Manchester
- Designer of CSAP news letter, Cisco Int. B.V.
- Student Committee President, Effat University

Computer Skills

- Good user of Blackboard online education content management system
- Professional user of Microsoft Office (Word, Power Point, Excel, Outlook)
- Basic wide area network design and administration
- Excellent web browsing and searching skills

Volunteer experience

Spring 2010

READ international, UK

Fund-Raiser

Collected donations for the Tanzania book project, to send books to less fortunate children

Winter 2010

North Reddish Junior School, UK

Volunteer

- Answered children questions and told them folklore stories when invited as a class guest speaker as an activity of the Saudi Arabia study unit

2004-2006

Effat University Learning & Technology Symposium

Multiple Roles

- Selected to be the main student representative in many of Effat University's Annual PR and extracurricular activities
- Student representation varied in forms of ushering and assisting event's visitors, speaker's assistance, hospitality committee and Mistress of ceremonies

2004

Jeddah Economic Forum , Saudi Arabia

Delegation
hospitality

- Selectively appointed to a unique student delegation group to welcome and assist international guest to the global economic forum in Jeddah

2001

Linn-Benton County Fair, USA

Red Cross
Volunteer

References

Personal and Professional references are available upon request