Azza Halawani

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**Professional Summary**

Dynamic and highly qualified professional offering an impressive, diverse work experience with progressive advancement. I am a self-starter seeking a challenging position with a reputable establishment that will allow me to contribute to positive business & people results while continuing to grow & develop.

**Professional Experience:**

**IKEA Jeddah, Leading & Development Specialist,** *July 2015 – Present*

* Overall responsible for the execution of on-boarding, and annual training programs that covers 600 co-workers and managers. Coordinate all vendor and IKEA international training programs for my store.
* Lead facilitator, organizing the logistics of all newly hired co-workers orientation and on-boarding.
* Partner regularly with matrix in cooperate office on follow up reporting to maintain annual training calendar and modify if necessary based on the needs of the business.
* Founding member and organizer of “Women’s committee” dedicated to making the environment female friendly, and supporting the advancement of females into leadership positions.
* Large contributor towards the execution, and follow up of Individual Development Plans, (IDP) for all co-workers; and 3x a year appraisal & bonus process for the store.
* Team player contributing where needed regularly in all Human Resources capacities; Recruitment, Operations, conflict resolution, co-worker counseling, and annual internal employee survey.
* Contribute to retail operations on select peak customer days; hands on support to deliver exceptional customer service. Received recognition for outstanding customer service to solve difficult customer issue.
* Utilizing marketing competencies; organize internal communication & engagement activities such as co-workers of the month, newsletters, and announcements.

**MEHRAT (Middle East Human Resource Alignment and Training) Jeddah, Palastin Street Saudi Arabia**. *Partner Relationship Manager September 2013 – July 2015*

* Utilize the company’s provided client base
* Expand and update the client list to the target level of accuracy and reliability
* Approach new clients and establish solid partnership
* Setting annual marketing plan, sales tactics and tools to achieve annual sales forecast
* Execute consultant meeting with clients in HR and Training needs
* Follow through the whole process and execute post – service feedback and reporting

**NOBLES TREE Pipe line Industry Jeddah, Tahliya Cornish Saudi Arabia**. *HR Assistant April 2013 – August 2013*

* Provides Secretarial support by entering, formatting, and printing information; Organizing work answering the telephone; replying emails, maintaining equipment and supplies
* Maintain employee confidence and protects operation by keeping HR information confidential.
* Maintain technical knowledge by attending educational work shop, reviewing publication.
* Submits employee data reports by assembling, preparing and analyzing data
* Contributes to team effort by accomplishing related results as needed.

**GlueTube Digital Marketing Agency (co-op trainee) Jeddah, Saree Steer Saudi Arabia** *Marketeer September 2012 - November 2013*

* Prepared reports illustrating data graphically and translating complex findings into simple understandable written text.
* Set up new accounts in systems, and related hard copy documentation filing.
* Seek and provide information to help companies determine their position in the marketplace.
* Analyzed competitors price points, marketing methods, and distribution.
* Conducted customer analyze including demographics, buying habits, preferences, and needs to determine and refine target marketing.
* Review, classify, and record survey data in preparation for computer analysis.
* Determine and specify details of survey projects, including sources of information, procedures to be used, and the design of survey instruments and materials.

**Collcci Retail store (summer Job) Jeddah, Tahliya Street Saudi Arabia**

*Marketeer June 2008 - August 2008*

* Collect and analyze data on customer demographics, preferences, needs, and buying habits to identify potential markets and factors affecting product demand.
* Gather data on competitors and analyze their prices, sales, and method of marketing and distribution.
* Seek and provide information to help companies determine their position in the marketplace.
* Prepare reports of findings, illustrating data graphically and translating complex findings into written text.
* Gather and organize information to plan advertising campaigns.
* Plan and prepare advertising and promotional material to increase sales of products or services, working with customers, company officials, sales departments and advertising agencies

**Casaliceo (Manafeth Company) Jeddah Heraa Street Saudi Arabia**

*Quality control manager June 2005 - July 2007*

* Collaborate with other departments as necessary to meet customer requirements, to take advantage of sales opportunities or, in the case of shortages, to minimize negative impacts on a business.
* Direct availability and allocation of materials, supplies, and finished products.
* Develop an understanding of customers' needs and take actions to ensure that such needs are met.
* Maintain and develop positive business relationships with a customer's key personnel involved in or directly relevant to a logistics activity.
* Monitor performance of quality control systems to ensure effectiveness and efficiency.
* Analyze quality control test results and provide feedback and interpretation to production management or staff.
* Direct product testing activities throughout production cycles.
* Complete documentation needed to support testing procedures including data capture forms, equipment logbooks, or inventory forms.

**My Little Step School Jeddah, Saree Steer Saudi Arabia**

Teacher October 2000 - October 2005

* Arrange indoor or outdoor space to facilitate creative play, motor-skill activities, or safety.
* Attend to children's basic needs by feeding them, dressing them, or changing their diapers.
* Communicate nonverbally with children to provide them with comfort, encouragement, or positive reinforcement.
* Confer with parents, guardians, teachers, counselors, or administrators to resolve students' behavioral or academic problems.

**Eradication of illiteracy school Jeddah, Ghernata Street Saudi Arabia**

*Teacher October 2000 - August 2004*

* teach subjects such as: Math Science Geography
* prepare class activities prepare quizzes, tests, mid-terms, and finals offer advises and counseling to students

**Summer Job (Rubayiat) Jeddah, Tahliya Street Saudi Arabia**

*Sales person June 2000 - August 2000*

* Greet customers and ascertain what each customer wants or needs.
* Describe merchandise and explain use, operation, and care of merchandise to customers.
* Recommend, select, and help locate or obtain merchandise based on customer needs and desires.
* Compute sales prices, total purchases and receive and process cash or credit payment.

**Education:**

**College of Business and Administration Jeddah, Saree Street Saudi Arabia**

*Completed coursework towards BBA Marketing 2013*

* In my Marketing program I took courses that helped me learn the principles and essentials of Marketing, structure of Marketing system and its environment
* Subjects such as: Principles of Management, Marketing Management. Marketing Research, Consumer Behavior, Marketing Services and E- Commerce helped building my ability, skills

**Additional Skills:**

Computing Skills:

•Advance Knowledge of Windows Office/Mac OS

•Basic Knowledge of Photoshop and Dreamwearver

Language Skills:

•Fluent in Arabic reading, writing and speaking

•Fluent in English reading, writing and speaking

•Conversation French speaking

Other Skills:

•A leader with excellent communications skills; sound influencing capabilities to gain buy-in

•Self-motivated and energetic

•Teamwork and result oriented

•Carry responsibilities and achieving goals even under pressure / critical time

•Proven analytical, critical thinking and problem-solving skills

•Hard worker, reliable and trustworthy

•Sound time management skills

•Excellent presentation skills (using PowerPoint, implementing and presenting)

**References:**

Upon request