

CIPD Bradford Group UK, certified. Self-motivated and highly dedicated Human Resource Manager seeking a similar role in a progressive organization where superb planning, monitoring, employee evaluation, and management skills will be fully utilized. Moreover, to apply exceptional ability to oversee recruitment efforts and utilize the principles of communication protocols in maintaining efficient human resource operations.

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- Hiring
  - Human resources management
  - Benefits administration
  - Performance management
  - Communication processes
  - Compensation and wage structure
  - Supporting diversity
  - Classifying employees
  - Employment law
  - Excellent communication skills on all levels, in both English and Arabic.
  - Computer Applications and operating systems advanced user
  - The ability to understand customer needs and desires.
  - Good organizational and planning skills
  - Negotiations Skills
  - Current experience working as a client relation manager.

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## Experience

APRIL 2018-JAN.2021

### **HR Manager / SMEET W.L.L and QD-CPC, Doha- Qatar.**

- Maintains the work structure by updating job requirements and job descriptions for all positions.
- Develop and implement HR strategies and initiatives aligned with organizational goals
- Update and develop overall HR and Admin strategies, procedures and policies in coordination with Executive Management.
- Implement effective manpower recruitment plan to support business needs and ensure hiring talent candidates.
- Budgeting the overall manpower cost and advise management on areas of improvement.
- Enhance organizations' human resources by planning, implementing and evaluating employee relations and human resources policies, programs and practices
- Manage recruiting process, testing, and interviewing program; counseling managers on candidate selection; conducting and analyzing exit interviews; and recommending changes.
- Prepares employees for assignments by establishing and conducting orientation and training programs.
- Manages a pay plan by conducting periodic pay surveys; scheduling and conducting job evaluations; preparing pay budgets; monitoring and scheduling individual pay actions; and recommending, planning, and implementing pay structure revisions.

- Ensures planning, monitoring, and appraisal of employee work results by training managers to coach and discipline employees; scheduling management conferences with employees; hearing and resolving employee grievances; and counseling employees and supervisors.
- Implements employee benefits programs and informs employees of benefits by studying and assessing benefit needs and trends; recommending benefit programs to management; directing the processing of benefit claims; obtaining and evaluating benefit contract bids; awarding benefit contracts; and designing and conducting educational programs on benefit programs.
- Ensures legal compliance by monitoring and implementing applicable human resource, conducting investigations, maintaining records, and representing the organization at hearings.
- Enforces management guidelines by preparing, updating, and recommending human resource policies and procedures.
- Retains historical human resource records by designing a filing and retrieval system and keeping past and current records.
- Cultivates professional and technical knowledge by attending educational workshops, reviewing professional publications, establishing personal networks, and participating in professional societies.
- Completes human resource operational requirements by scheduling and assigning employees and following up on work results.
- Advances human resource staff job results by counseling and disciplining employees; and planning, monitoring, and appraising job results.
- Contributes to team effort by accomplishing related results as needed.
- Manage worker's welfare.

JUL 2012 – JAN 2017

## **HR Generalist/Acting Section Head / Qatar University, Doha - Qatar**

- Handling the internal & the external recruiting process for the Academic faculty & Non-Academic Employees.
- Monitor the compliance of Payroll and Benefits operations.
- Calculating employees' payments such as: part time, scientific events & business trips payments School fees, trainings and adding them to the systems to be paid on time.
- Checking my colleague's entries (Oracle).
- Ensuring that the entered amounts are correct by checking them and comparing the approvals according to the documents.
- Searching for the needed trainings to give each employee the training which will improve his skills according to his evaluation and his point of weaknesses to develop his productivity.
- I was acting section head in the absence of the training and development section head & HR Advisory section head.
- Providing the required training for HR department new joiners.
- Calculating end of service.
- Checking the documents & ensuring that its completed & valid as per the policy.
- Managing the cleanup projects & submitting them on time.
- Define business requirements and ensuring those requirements are accurately documented, approved and developed.
- Build and maintain strong relationship with all our customers (Academic & Non-Academic employees) and all other departments to achieve goals/objectives.
- Ensure continuous flow of work in a timely manner and meet mandatory deadlines.
- Resolving issues of conflict before the need for escalation.
- Offering advice /counseling to line managers and university employees.
- Ensuring that procedures are being adhered on a daily basis.

- Assisting the HR advisor with clerical and administrative tasks essential to the smooth running of the Human Resources department.
- Taking notes/acting as a witness during disciplinary meetings.
- Create new and original events and programs in order to expand offerings and meet changing community needs.
- Plan, organize, supervise, and manage events while performing multiple task at the same time to achieve Department goals and standards.
- Participate in client interactions for knowledge transfer, updates, review meetings Market research, mapping and analysis.
- Account Management.
- Leading direct customer engagements to reach established targets.
- Conduct meetings.
- Locates or proposes potential business deals by contacting potential partners; discovering and exploring opportunities.
- Develops negotiating strategies and positions by studying integration of new venture with company strategies and operations; examining risks and potentials; estimating partners' needs and goals.
- Leading direct customer engagements to reach established targets.
- Present the annual orientation & share the organization achievements, mission, goals, vision, objectives.
- Work effectively with employees when solving problems and communicate well when assisting employees.
- Arrange and track with Shipment and warehousing companies of staff member's items.

## **APR 2007 to JUL 2011 at HSBC - Qatar:**

MAY 2010 – JUL 2011

### **Premier Relation Assistant**

APR 2007 – APR 2010

### **Credit Risk Officer – Corporate Banking**

- Quality Assurance Representative.
- Internal & external inquiries (Relationship Managers/Customers).
- Borrowing & Non-Borrowing authorities.
- Review account opening documentation ensuring their adequacy and compliance to KYC and regulatory requirements.
- Log and respond to all requests for opening accounts by corporate banking.
- Build and maintain strong and effective relationships with all our customers.
- Provide timely and accurate information to the external and internal auditors and the Compliance function as and when required.
- Preparing management reports such as monthly opened/closed accounts.
- Responsible for enhancing customer service quality standards.
- Ensure that the work has been done within the Service Level Agreement.
- Build and maintain strong and effective relationship with all our customers and all other related units of the Group to achieve goals/objectives.
- Ensures compliance to internal service quality standards and compliance to audit requirements.
- Help the customers with their banking requirements related to all bank products and services and achieve targets set for cross sell.
- Ensure that the applications are in-order and authorized as appropriate to prevent any errors. Reply for all discrepancies received from GR / NSC.
- To be conversant with policies and procedures and all subsequent updates related to PFS.

- Spot opportunities for cross sales with walk-in customers and refer those products to the PRM/IBC.
- Global mystery shopper results always above 80% in each wave.

FEB 2004 – APR 2007

## **Quality Assurance / Doha Bank, Doha - Qatar**

- Handling Customer queries.
- Train the new staff.
- Monitoring (Quality – Punctuality - Productivity– Attendance –Code of Ethics - Service Level) for all the call center agents.
- Review regular reports.
- Ensure proper action taken to rectify incorrect transaction.
- Ensure high standards of confidentiality.
- Ensure that all the staff updated with the new schemes & aware about any amendments.
- Build and maintain strong and effective relationships with all our internal & external customers.

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## **Education**

2004

### **High Diploma / Social Services Institute, Alexandria University**

CURRENTLY COMPLETING

### **Bachelor / Faculty of Mass Communication, Cairo University**

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## **Professional Courses and Activities**

- 2020 Studying at European Graduate School of Management, prepare for MBA.
- 2020 HR Business Partner 2.0 Certificate, AIHR Academy (Currently completing).
- 2017 CIPD Bradfield Group UK, certified Diploma.
- 2015 HR Fundamentals, Qatar University
- 2014 Leading at the Speed of Trust – Franklin Covey, Spearhead Group – Qatar University
- 2013 Human Resources Management Skills, Qatar University
- 2013 Associate Certificate in Human Resources Practice SHRM, from Arabian Society for Human Resources Management – Qatar University
- 2013 Leadership Intelligence from Qatar leaders Group
- 2010 Core Sales 1 Course, from Qatar Professional Learning & Development Center
- 2010 Handling sales objections using the L.A.P.A.C.T. model from HSBC.
- 2010 The Sell Them Properly Sales Model (T.E.A.C.), HSBC Qatar.
- 2010 Sell Them Properly – Telephone Skills Course, HSBC Qatar.
- 2010 Benefit Selling Using the F.A.B. Model, HSBC Qatar.
- 2010 HSBC Business Continuity Awareness Training Program, HSBC Qatar
- 2007-10 Anti-Money Laundering & Counter-Terrorist Financing Too Hot to Handle Course (Global), (2008, 2009 & 2010), HSBC Qatar.
- 2009-10 Compliance and Reputational Risk, HSBC Qatar.

2008-10 HUB Sessions (AS400), HSBC Qatar.

2009 Complaint Handling Course, HSBC Qatar.

2009 Objective Setting: An Employee's Guide Course from HSBC.

2009 Introducing Performance Management Course from HSBC.

2008 HSBC Information Risk Awareness Course, HSBC Qatar.

2008 Operational risk learning Course, HSBC Qatar.

2008 Special Needs Course from Qatar's Social and Cultural Centre.

2007 Achieving Customer Service Excellence from HSBC Learning & Development.

2007 (ICDL) from Doha Youth Centre.

2007 Achieving Selling Excellence from Corner-Stone (Doha Bank)

2003 Certificate of Computer Course Completion (Dos- Windows- MS Word- MS Excel) from League of Social Reform.

**Activities & Community Engagement:**

- Presenter for the opening ceremony of the (12th Asian Sailing & Rowing Championship 2006 – Qatar) with the participation of 21 countries in this international event. I'm awarded with Certificate of Excellence from The Qatari Sailing & Rowing Club.
- Presenter of Arab Company- Ebara Seminar, an event that witnessed the participation of different cultures.
- Participated as a volunteer in the 15TH Asian Games – Doha 2006 -With the media services team.
- Participated in Doha Bank Fun Run Activities among the organizing team.
- Awarded with Certificate of Participation from Qatar's Social and Cultural Centre for Special Needs 2008.
- Awarded with Certificates of Participation from HSBC Corporate Sustainability for participating in Terry Fox Run, Painting of Hope Centre and Packing of Friendly Environmentally Gifts 2008, 2009 & 2010.
- Awarded with Recognition Certificate from Qatar Foundation for participating in Rota's Ramadan Project 2008 & 2009.
- Volunteering as Training and education team member in INJAZ Qatar 2010&2011.