

COVER LETTER

Talal Khudhair Jassim

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Dear Hiring Manager,

With more than **16 years of progressive leadership in human resources and support-services management across Kuwait's legal, healthcare, retail and financial sectors**, I am excited to submit my candidacy for a **Senior HR Management** role within your organization. I have repeatedly built HR departments from the ground up, led teams of 600 + employees, and delivered measurable gains in cost control, employee engagement, and regulatory compliance.

Why I can add value immediately

- **Strategic HR leadership** – At Dr. Yacoub Al-Sanea Law Firm, I established the first HR function, redesigned the organization structure, and introduced analytics-driven performance frameworks that cut turnover by 18 % in the first nine months.
- **Cost optimization** – At Frist Care, my revamped Compensation & Benefits structure saved over **10,000 KD annually** while keeping benefits competitive and fully compliant with Kuwait Labour Law.
- **Change & growth management** – I have guided three companies through large-scale expansions, aligning HR strategy with business goals, digitizing HRIS processes, and training managers in change leadership.
- **People-centric culture building** – Through targeted engagement programs and coaching, I consistently improve retention and employee-satisfaction metrics, converting teams into high-performing, service-oriented assets.

Credentials that back up performance

- **DBA candidate (HR)** – European International University (in progress)
- **MBA (AI in HR process streamlining)** – Plymouth Marjon University
- **SQA Level 11 Diploma** – Strategic Business Management
- **Chartered Manager (CMI)** | Certified HR Manager & Consultant (ACI)
- Fluent in **Arabic and English**

I am eager to bring this blend of strategic vision and hands-on execution to your leadership team, helping you leverage human capital as a competitive advantage while safeguarding compliance and sustainability goals. I would welcome the opportunity to discuss how my experience aligns with your current priorities.

Thank you for your time and consideration. I look forward to the possibility of contributing to your organization's success.

Sincerely,

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HR management - Team Leadership

Possessing a wealth of human resources management experience and a proven ability of successful HR and business development, consistently achieving significant year-on-year growth. Accomplished in training and motivating other staff to provide a high level of service. Believing that good team leadership and a hands-on approach to management brings increased standards and profits, processing several achievements and on-going successes by establishing new business generating ideas, my duty is to align HR strategies effectively with business goals by managing employee life cycle such as recruitment, engagement, payroll, performance management and personnel affairs. Furthermore, I am responsible to align with managers in bridging relationship between management & employee and ensure compliance as per departmental procedures, local & legal regulations.

Areas of Expertise

- HR leadership & consulting
- Job analysis
- Recruitment and selection
- human resources development
- manage and coach individual
- Business development
- Employer-employee relations
- Employee relations
- Strategic management
- Strategic change management
- Reduce costs
- Maximizing profits
- Budgeting
- Customer service
- sustainability and business

Skills

- A liaison between the management and the staff (employer-employee relations).
- Has superior managerial and leadership qualities.
- Maintain company culture, create safe work environment.
- Cheerful individual with a knack for motivating individuals and converting employees into long-term assets.
- Experience in issues resolution and conflict management.
- Advising on strategic planning, strategic change management, strategic leadership, and HR practice
- Sustainability and business knowledge supported by Kuwait Labor Law
- knowledge of principles, policies & practice of personal & HR administration
- Ability to communicate freely with team members and understand the concerns from a neutral outlook.

Language level

Language	Read	Write	Speak
English	√	√	√
Arabic	√	√	√

Education

University	Degree
European international university	DBA in Human Resource (in progress)
Plymouth Marjon University	Master Of business administration (MBA- AI streamline HR process)
Monad University	Bachelors of business administration (BBA)
Scottish Qualifications authority	diploma level 11 – strategic Business management
Pitman training group	Diploma human resources and business administration

achievements

- create a program for the company helped to saving ten thousand KD per year.

strength

- very quick learner, see it one time is enough to master it.

training Certifications

University	Degree
Chartered management institute	Certified manager
Blue ocean management training	Certified human resources consultant
American certifications institute	Certified human resources manager
American certifications institute	Certified human resources professional
Missouri state university	Certified human resources specialist
Chartered management institute	Certified manager
LinkedIn learning by HRCI	Strategic human resources
LinkedIn learning by HRCI	HR as business partner
LinkedIn learning by HRCI	Human resources foundation
LinkedIn learning by HRCI	Understanding organizational and the role of HR
LinkedIn learning by HRCI	Human resources payroll
LinkedIn learning by HRCI	Managing employee problems
LinkedIn learning by HRCI	Talent management
LinkedIn learning by HRCI	Introduction to employee relation
LinkedIn learning by HRCI	Running company onboarding
LinkedIn learning	Manager as coach
LinkedIn learning	Crisis communication for HR
LinkedIn learning	Train the trainer
LinkedIn learning	Hire Batter, hire faster with social media platform
LinkedIn learning by PMI-PMP	Build your team
Blue ocean management training	Advance human resources management
Blue ocean management training	human resources management
Scram study targeting success	Scram fundamental certified

Dr. Yacoub Abdulmohsen AISanea law firm 100+ employee SEP 2024 to date HR & support services manager

Responsibilities

- Established the HR department from the ground up, introducing processes, policies, and structures tailored to the firm's needs.
- Designed and implemented recruitment, onboarding, and training programs to support the firm's legal operations.
- Developed and enforced HR policies in compliance with labor laws and industry standards.
- Initiated employee engagement programs, fostering a positive workplace culture and improving retention.
- Set up performance management frameworks and introduced metrics to measure employee contributions.
- Created and managed compensation and benefits structures, ensuring competitiveness and compliance.
- Implemented robust measures for safeguarding employee and company data,
- Partnered with IT to establish secure systems for storing and managing sensitive HR records and employee information.
- Serving as strategic partner to management by integration HR strategies into the organization overall mission operational strategy, Redesigned a new organization structure.
- Organizing the employee files, introducing and creating the employee master list / Database.
- Insure the implementation and integration of program wide employee relations initiative, policies, and processes.
- Direct and leads operations to ensure daily assignments are carried out in a responsive timely manner.
- Contribute to the strategic development of the employee relations function by recommending and developing proactive, progressive, mission-focused Electronic Reporting strategies and training to meet current and future organizational goals toward mitigation employee turnover and improving morale.
- Developing and implementing standard operating procedures, work instructions, and training plans.
- Conduct investigations into employee and government compliance complaint.
- Act as responsible party for historical review of employee files
- Provides relevant coaching, counseling, and training for managers and supervisors.
- Identifies and implements continuous process improvements within the function.
- Overseeing the corrective action process, including modification and changes to policies and procedures.
- Review recommendations for employee disciplinary layoffs or employment terminations.
- Extensive knowledge of compensation, benefits and rewards programs, schemes. Benchmarking, policies, procedures, and applicable legislation.
- Experience managing compensation, benefits, and rewards through appropriate software or HRIS.
- Strong people and project management skills.
- Strong analytical, problem-solving, and decision-making skills.
- Plan and implement company talent acquisition and recruitment strategy.
- Develop company policy for talent benchmarking, talent assessment and interviewing.
- Conduct sourcing activities to fill open positions.
- Design and manage recruitment and selection process (resume screening, screening calls, interviews etc.)
- Serve as brand ambassador at various events, like career fairs or on-campus recruiting events.
- Represent company internally and externally at events with a goal of networking and relationships building with potential candidates' communities.
- Creating additional human resources and operations forms for documentation
- Support the overall operational management of the firm's administrative activities.
- Monitor the status of legal cases and proactively follow up with lawyers to ensure timely updates and actions.
- Coordinate office functions such as scheduling, internal communications, and calendar management for attorneys and leadership.
- Oversee the preparation, organization, and maintenance of legal documents, case files, reports, and correspondence.
- Implement and maintain administrative systems, procedures, and policies to support the firm's efficiency.
- Act as a liaison between legal teams and clients, handling inquiries and ensuring prompt follow-ups.
- Support a collaborative and organized work environment by providing guidance and assistance to administrative staff as needed.

Blue ocean management training and consultancy, June 2021 till now HR & soft skills trainer

Responsibilities

- Delivering the (certified HR manager – certified HR professional) professional exam.
- Train new learners on product and process/soft skills/voice & accent, bring them up to the expected benchmark.
- Custodian of Process and Product document
- Maintain the version control document for the respective up to date updated process and product.
- Responsible for completing the training within the defined time frame.
- conducting refreshers training program based on the training need analysis.
- Process Improvement Plan (performance management)
- Ensure all data relating to training are populated in the training event management within time frame.
- Utilize the Web based training at the center.
- Coordinate for the logistics requirement forth training at the respective center.
- Responsible for the certification of the new hire training at the respective center.
- Responsible to increase training throughput for the respective batch.
- Responsible for calibrating & shadowing of Trainees on a regular basis.
- Responsible for the training deliverable) for the aligned process only.
- Any additional project that the function would carry out which would facilitate training and re skilling.

Frist care for special needs people and medical services 600+ employee June 2023 to SEP 2024 HR & support services manager

Responsibilities

- Enrich the organization's Human Resources by planning, evaluating, and implementing Human Resources policies, procedures, programs, and practices.
- Ensure an efficient administration process in managing the completion of government transactions and liaising with appropriate local authorities.
- Develop the Human Resources strategic objectives and KPIs to ensure all employees are working towards achievement of these objectives.
- Develop and implement recruitment strategies and initiatives aligned with the overall business strategy.
- Drive manpower planning process ensuring adherence to the manpower budgets and appropriate staffing levels.
- Manage full cycle of the recruitment process: hiring activities involved in external and internal selection, including pre-screening applicants, conducting interviews, compiling interview results, and notification of applicants concerning select/not-select status.
- Explore the market up-to-date practices in the recruitment and staffing to implement appropriate best practices within the company.
- Create job descriptions and interview questions that reflect the requirements for each position in line with the determined selection criteria.
- Manage joining formalities, background checks, employment verifications, clearances, pre-deployment medical physicals, timely submittal of all documents and visa applications of potential candidates.
- Manage the personnel administration process with respect to the following activities: (Personnel Files, Resignation, Termination, Grievance Handling, Conflict of Interest, Disciplinary Action, Time & Attendance, End of service benefits (EOSB), Leaves, Overtime, Relocation (transfer), other employee administrative issues.
- Implement the compensation & benefits structure in line with The Company policies and Kuwait Labor law.
- Analyze and modify compensation and benefits policies to establish competitive programs and ensure compliance with legal requirements.
- Oversee career development, performance measure, trainings, and personnel affairs, to help the staff achieve their full potential to deliver consistently high performance and standards.
- Initiate and guide the annual performance appraisal process and ensure that the department managers are provided with the required forms and methodology for performance appraisals and provide reports on results of appraisals to top management.
- Manage the training & development activities including the conducting of training needs analysis, developing training plan, delivering, and evaluating training, etc.
- Set the social media communication strategy for required job profiles and functions.
- Evaluate and monitor the recruiting activities and constantly reduces the department cost.
- Monitor the labor legislation updates and implement required changes to keep company recruitment processes compliant.
- Participate and/or conduct job fairs and career events, locally and overseas.
- Respond to tight deadlines in accordance with contractual terms and customer requirements while considering and assessing relative costs.
- Provide clear direction, prioritize tasks, assign, and delegate responsibility, and monitor the workflow.
- Ensures that the Company's overall human resources policies, rules, regulations, procedures comply with Kuwait Labor law.
- Organizing the employee files, introducing and creating the employee master list / Database.

Pet zone central markets, 600+ employee Feb 2022 to May 2023 Regional HR & support services manager

Responsibilities

- Serving as strategic partner to management by integration HR strategies into the organization overall mission
- operational strategy, Redesigned a new organization structure.
- Organizing the employee files, introducing and creating the employee master list / Database.
- Insure the implementation and integration of program wide employee relations initiative, policies, and processes.
- Direct and leads operations to ensure daily assignments are carried out in a responsive timely manner.
- Contribute to the strategic development of the employee relations function by recommending and developing proactive, progressive, mission-focused Electronic Reporting strategies and training to meet current and future organizational goals toward mitigation employee turnover and improving morale.
- Developing and implementing standard operating procedures, work instructions, and training plans.
- Conduct investigations into employee and government compliance complaint.
- Act as responsible party for historical review of employee files
- Provides relevant coaching, counseling, and training for managers and supervisors.
- Identifies and implements continuous process improvements within the function.
- Overseeing the corrective action process, including modification and changes to policies and procedures.
- Review recommendations for employee disciplinary layoffs or employment terminations.
- Extensive knowledge of compensation, benefits and rewards programs, schemes. Benchmarking, policies, procedures, and applicable legislation.
- Experience managing compensation, benefits, and rewards through appropriate software or HRIS.
- Strong people and project management skills.
- Strong analytical, problem-solving, and decision-making skills.
- Plan and implement company talent acquisition and recruitment strategy.
- Develop company policy for talent benchmarking, talent assessment and interviewing.
- Conduct sourcing activities to fill open positions.
- Design and manage recruitment and selection process (resume screening, screening calls, interviews etc.)
- Serve as brand ambassador at various events, like career fairs or on-campus recruiting events.
- Represent company internally and externally at events with a goal of networking and relationships building with potential candidates' communities.
- Creating additional human resources and operations forms for documentation

Almulla finance, 400+ employee June 2017 to Feb 2022 HR & support services senior officer

Responsibilities

- Serving as strategic partner to management by integration HR strategies into the organization overall mission.
- Maintain organization staff by establishing a recruiting, testing, and interviewing program counseling.
- manager on candidate selection conducting and analyzing exit interviews, recommending changes.
- Acting as liaison between the management and the staff (employer-employee-relations).
- Develop strategic objectives and KPIs for the HR department and ensure that the department employee is working towards the achievement of these objectives.
- Ensure the manpower of all departments are in line with companies overall corporate strategy.
- Review the operating result of the HR department and follow-up to ensure that appropriate measures are taken to correct insufficient result.
- Develop and ensure the implementation of the HR department policies and procedures to achieve the division objectives.
- Liaise with all departments to effectively respond to any internal queries to ensure smooth processing of all HR transactions, and to provide value added contribution to the overall efficiency and effectiveness of the company.
- Manage the personnel administration process with respect to the following activities: (personnel files, retirement, resignation, termination, grievance handling, conflict of interest, disciplinary action, time & attendance, end of service benefits (EOSB), leaves, overtime, relocation (transfer), another employees' administrative issues.
- Manage the development and maintenance of an employee database that contains all employee information related to promotion, sick days taken, vacation days accrued etc.
- Manage the HR manpower planning process as well as, review, discuss and manage the consolidation of department manpower plans and budget.
- Develop the compensation & benefits structure (basic salary, housing allowance, air ticket allowance)
- Analyze and modify compensation and benefits policies to establish competitive programs and ensure compliance with legal requirements.
- Conduct annual employee performance appraisal of departments.
- Created JD for all positions among all dept.
- develop and implement HR policies throughout the organization.
- Running employee relations program.
- Explain the end of service calculation to the staff and obtain the required clearance.
- Process employee's queries and respond in timely manner.
- Overseeing the office management function.
- Assist in updating HR system on daily basics (Using infinity software).
- Managed the policy formulation, hiring and salary administration.
- Responsible for employee and labor relation service and all related tasks.
- Manage the PRO performance of their daily duties. such as maintain records for new residency, track renewal, and transfers.
- Stay up to date and comply with changes in labor legislation.
- Update HR system with employee records of new hire information.
- Preform payroll processing including benefit, deduction audits.
- Prepare salary adjustment, promotions, and annual bonus.
- Preparation the termination & resignation for the staff.
- Preparation the end of services calculation.
- Preparation the job offers & contracts.
- Preparation the payroll every month.

Acquire foods GTC, 500+ employee Aug 2013 to June 2017 HR & support services manager

Responsibilities

- Assist in updating HR system on daily basics (Using focus6 software)
- Acts as a role-model to all employees. Ensure the service given is delivered within HR and admin.
- Maintain confidentiality and sensitivity of information in according with HR policies.
- Ensure all accessed employee documents and files are returned and secured.
- Inform employees in advance of the schedule performance appraisal review.
- Identify training and development opportunities.
- Checking the daily attendance for defaulters and preparing the necessary action.
- Coordinate between HR and admin for related documents.
- Preparing salaries and end of service certifications.
- Following up tracking list for any expiries related to company file from A to Z.
- Follow up transaction to be delivered to ministry.
- Prepare and issue visit visas on time as per the need.
- Typing and arranging documents for ministries.
- Assisting and managing in creating and finalizing the monthly payroll.
- Ensure payroll is processed in accurate compliant and timely manner.
- Preparing relevant weekly, monthly quarterly and year- end reports.
- Entering of staff transfer, promotion, and terminations.
- Ran and validating monthly payroll. Pay increments, bonus, promotion/demotion, joiners/leavers.
- Support all internal and external audits related to payroll. Interpret new legislation impacting payroll.
- Manage payroll workload to meet operational requirements.
- Supervise payroll (employee compensation, end of service benefits, leave salary calculation, etc.
- Implement the annual recruitment plan Liaise with relevant line managers throughout the year to ensure recruitment is initiated and conducted in timely manner.

United business group, 150+ employee Aug 2010 to May 2013 HR & administration manager

Responsibilities

- updating HR system on daily basics & (using excel HR formula) Report, manage and coach individuals.
- Inform HRD of development and activities in area of responsibility.
- To lease with management on policies and procedures issues.
- provide advice to dept. manager HR. Investigate disciplinary incidences and solves.
- Support HRD in implementation of policies procedures and directives.
- Ensure alignment of HR policies and activities with company business objectives in terms of HR strategy and planning.
- Develop and review benefits and compensation strictures for areas of responsibility.
- Maintain excellent working relationship with partner's / regulating bodies.
- Identify criteria needed for the job and gathering candidates.
- Ensure that the recruitment plan met / exceed nationalization targets.
- Plan sourcing of candidates in the most cost-effective way, research and analyze recruitment opportunities.
- manage selection process for approved vacancies in timely manner.
- Selection process for each vacancy based on meeting identified selection criteria to include specific job competencies.
- Manage contracts with recruitment agencies (cost control, invoices. Meetings).
- Exit interviewing and generating a monthly analyzing report on turn overs.
- Managing day to day HR issues and deal with employee discipline.
- Cultivate environment of trust and collaboration.
- Analysis of new joiners and exit employee on monthly biases.
- Act as first point of contact for employee issues regarding their complaints on work condition and management.