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UAE & India



Lorraine Fernandez

HUMAN RESOURCES
(CHRP)

HR Operations | Employee Engagement | Talent Acquisition

EXPERIENCE

TPGMS (XM), UAE

AUG 2024 – PRESENT

Regional People & Culture Business Partner

- Monitoring and implementing P&C related practices of the branch office
- Setting targets and KPIs as per Company's strategy
- Managing regional recruitment, onboarding and offboarding
- Localizing all Group P&C related policies, processes and procedures and setting up additional ones as required
- Payroll processing, benefits program and Leave monitoring
- Maintaining HR databases and HRMS updation
- Providing guidance and support to employees and managers
- 3 months onboarding feedback and probation reviews
- Performance management and training need analysis
- Disciplinary actions and conflict resolution
- Updating the Employee Handbook to regional requirements
- Employee engagement and team activities
- Addressing ad hoc requests on HR matters

Major accomplishments:

- Successfully filled 23 vacancies.
- Monitoring tool for Sick Leaves
- Successfully completed 6 engagement activities

ENHANCE (W J TOWELL GROUP), UAE

JUN 2023 – JULY 2024

Senior HR Executive

- Co-ordination and implementation of HR policies, training and appraisal process
- Organization structure and developing Job Descriptions
- Managing recruitment for all divisions
- Manpower reporting to Management and stakeholders
- Visa processing, passport management and HRMS updation
- Monitoring attendance, leave management, probation assessment and payroll processing
- Managing employee engagement, induction program and dashboards

Major accomplishments:

- Successfully filled 5 vacancies
- Completed KPI setting and appraisal for 2023
- Assigned Job Descriptions to all positions
- Successfully implemented COURSERA

Positioning HR as a Business Partner for Excellence.

A passionate people person with an extensive experience in talent acquisition, employee engagement, HR operations, training & development and performance management.

EDUCATION

MASTERS IN BUSINESS ADMINISTRATION

(HR) JAN 2012

Institute of Technology & Management (India) affiliated to Southern New Hampshire University (USA)

MASTERS IN INDUSTRIAL PSYCHOLOGY

JUN 2006

St. Xavier's College, Goa, India

BACHELORS IN ARTS

MAY 2004

St. Xavier's College, Mumbai, India

SKILLS

- # Talent Acquisition & Onboarding
- # Job Analysis & Descriptions
- # Training & Development
- # Sustainability & Engagement
- # Visa, Labour Laws & Relations
- # Attendance, Leave & Benefits
- # Policies & Performance Management
- # HR Audits & Projects
- # Communication, adaptability & team player
- # JD Edwards, SAP-HR, Talbrum & Exelsys
- # LinkedIn Recruiter, Indeed, Naukri Gulf and Bayt

CERTIFICATIONS

- Certified Internal Auditor by DNV for ISO 9001:2008
- Distinguished Toastmaster holding various Leadership roles
- Coursera certifications - Positive Psychology, Managing Talent and Advanced Interviewing Techniques.
- Training on Job Satisfaction and Enhancing QWL
- Social Involvement Programme (rehabilitation of riot affected children in Gujarat)
- 60hrs of Social work helping HIV Children
- Instructor for School-based Teenage Education Programs

JOBS WITH VARIED ROLES

SIEMENS, INDIA NOV 2007 – NOV 2008
HR Assistant

Process owner for Compliance (Business Conduct Guidelines) - training and co-ordination
Supervised 80 GTE's (Graduate Trainee Engineers) – induction, attendance and performance monitoring
End-to-end solutions in Personnel Relations (Updating HRIS and employee files, presence at Trade Union discussions, Offer Letters and Exit Interviews)

Major accomplishments:

Developed a Personnel Handbook for the Kalwa Factory

TP VERIFY, INDIA AUG 2007 – OCT 2007
Process Associate

Employee screening and verification of potential candidates for various MNC's

EL SHADDAL, INDIA MAR 2007 – JUL 2007
HR Assistant, Liaison Officer & Counselor

Recruitment, liaison with government organizations, behavioral training and counseling for children with substance abuse and other traumas

RAMADA CARAVELA BEACH RESORT, INDIA
Events & HR Coordinator MAY 2004 – DEC 2006
Planning and co-ordination of events & monitoring discipline code of hotel staff

LANGUAGES

- English
- Hindi
- Marathi
- Konkani
- French - Read, write & basic conversation

DAKSADA MANAGEMENT CONSULTANCY, UAE FEB 2018 – MAY 2023
Sr. Talent Sourcing Consultant

- Account Management and Business Development
- Job descriptions, competency mapping, advisory and market mapping
- Payroll processing (WPS), Employee engagement (CSR) and visa processing
- Pre - interview assessments, selection, salary negotiations and reference checks
- Industries covered - FMCG/Consumer Electronics/Industrial Products/Heavy Metals/Logistics/Retail/Real Estate/Construction
- Psychometric tests and 360* assessments to clients whilst counseling candidates on areas of growth
- Lead a team of 2 Junior Recruiters

Major accomplishments:

- Growth from Associate to Senior Consultant
- Worked on high value and key positions
- Searches across geographies with specialization in ME and Africa

CONARES METAL SUPPLY LTD. FZE , UAE OCT 2014 – NOV 2017
HR Supervisor

- Workforce planning, recruitment and onboarding, succession planning and organization design
- Visa application - JAFZA portal, Employee Engagement and HSE
- Policy formulation, payroll compilation and performance management
- Audits, training calendar and Exit Interviews
- Led a team of 4 Executives

Major accomplishments:

- Implemented a Sustainability Module
- HR ISO and CARES certification audits
- Reduced employee turnover by 60 %

AL NABOODAH COMMERCIAL GROUP, UAE APR 2012 – SEPT 2014
HR Assistant

- Onboarding and Induction
- Conducted and Coordinated training sessions (Behavioural and Technical)
- Assisted with attendance and payroll
- In charge of Group CSR activities and sustainability reporting
- Content writing and compilation of articles for Group HR Newsletter

Major accomplishments:

- Successfully organized CSR activities
- Revamped the new-joiner orientation process
- Added exit interviews to the separation process

ATLANTIC SHIPPING, INDIA JAN 2010 – APR 2012
HR & Quality Assistant

- Revamped the HR policies for the Organization
- Recruitment, organizational structure, attendance and payroll
- Audit documentation & compliance (ISO 9001:2008)
- HR Administration

Major accomplishments:

- Periodical internal audit system
- Developed an HR Handbook