**Robert Wales**

Dubai

**United Arab Emirates**

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***CAREER OBJECTIVE:***

To pursue a demanding HR Role within a reputed firm with the approach to take up responsibilities to accomplish organizational goals where in my skills and potentials are being utilized to the maximum; alongside focusing on the scope of enhancing my personal skills & gaining maximum knowledge during my tenure to contribute to the growth of the firm

# ***EMPLOYMENT HISTORY:***

**January 2007 – Till date**

**XYZ**

Company Profile:

XYZ is one of the region's most sought-after human capital consulting firms. Combining regional expertise with the global experience of their exclusive partners, Mercer Human Resource Consulting and Development Dimensions International (DDI), their trusted advice, solutions and insights help drive organisational excellence and business results.

**Associate- HR Consultant**

**Reporting to the Principal Consultant, my responsibilities are:**

1. To support and implement effective recommendations on the design and development of assigned Human Resource functional areas, encompassing various programs relating to compensation, benefits, resourcing, organizational effectiveness and/or employee development
2. Prepare Job Desciptions; conduct Job Analysis & Evaluation to develop Pay Structures & Compensation Models.
3. Provide project support by building & implementing Competency Matrices, Career ladders, performing job matching & gap identification processes
4. To Conduct Market research to identify business opportunities, preparation of comprehensive reports, follow up on COL and other mobility products enquires
5. Manage certian project phases and advise clients in identifying potential areas of risk and exposure in their current HR processes and policies; work with clients in assisting them to draft HR policies & Procedure manuals to ensure overall compliance at par with preset Organisaitonal Goals
6. Collect & analyze compensation/ other benefits data using SPSSto understand Market Trends & determine effectiveness of current Rewards policies; perform on-going evaluations of the ‘program effectiveness’.

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| **Key Achievements:**   * Successfully set up a full-fledged Competency V/s. Skill Matrix for one of the biggest Petrochemical Company in the Middle East, focussing on technical & supervisory roles- (122 Positions totally) * Developed a Procedure Manual on the implementation of the Competency Matrix; and and as part of innovation- added value to the process by including relevant request forms, checklists to authenticate and validate the whole process. |

**January 10th 2006 – January 08th 2007**

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**XYZ, Dubai, U.A.E**

**HR Coordinator- Recruitment & Employee Relations**

Current employee strength: 6000   
The company comprises of 47 different nationalities & this position required a proper understanding of the business, its people and the ability to cultivate an environment of trust and collaboration along with effective performance handling.

**Reporting to:**

* **Senior HR Manager- Recruitment & Employee Relations**
* **Deputy Administration Manager (DAM)**

As Recruitment Co-ordinator, my major responsibilities were:

1. To ensure high quality (HR) procedures were in place, which is in line with the UAE legislative and Company (EKFC) policy governing recruitment and selection.
2. Building on existing systems to create HR tools including job descriptions, competency profiles, Performance Mgmt Systems, KPI’s & Scorecards to improve efficiency and develop uniformity within the employee population of our Catering Unit.
3. Collecting and analyzing various recruitment & budgetary data; preparing scheduled and special reports pertaining to budget & recruitment schemas;
4. Maintaining various administration program & recruitment project records and statistical information relating to the same
5. To develop and implement contemporary recruitment methods, that would attract top quality candidates along with Balanced Scorecards, KPI’s appropriate to company benchmarking needs
6. To facilitate feasible Psychometric Testing alternatives *(Myres- Briggs Method, Thomass Kilmann Method, The ABLE Method)* for selection processes along with coaching and mentoring services to Line managers for developing recruitment skills in addition to providing input into the matching of potential candidates to suitable positions.

**Additional Tasks:**

1. Recruitment duties including liaising with recruitment agencies/ local newspaper establishments in placing job adverts were mandate;
2. Conduct presentations on Knowledge Mgmt Systems, BSC, KPI’s etc.
3. Conducting Job Description Interviews and preparing Job Descriptions in liaison with Line Managers & Vice Presidents of Departments/ Divisions
4. Working closely with department managers to assess temporary (buffer) man-power needs and providing the management with the same;
5. Travelling abroad for recruitment projects.
6. Preparing budgetary reports for new Man-Power Requirements (MPR)
7. Adding value to recruiting processes and cutting down on cost involved

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| **Key Achievements:**   * Added Value to Applicant CV/ Resume screening process by preparing a standard Evaluation Report and grading the Resume based on the compatibility with Job Description * Conducted resourceful presentations on the Thomas Kilmann & ABLE Methods of Psychometric testing * Brainstormed a sketch/ flowchart to facilitate In-house recruitment & internal placements System by maintaining a systematic in-house CV Databank; Simultaneously this led to a development of Career Portal as well that facilitated External candidates all around the world to apply for positions. *(Under Construction)* * Developed a Centralised Requirement Template and a Competency Framework/ Mapping sheet where in all departments (HOD’s) had to provide their requirement in a uniform manner and at uniform period of a financial year. This system facilitated establishing lead-time for recruitment projects during which the positions are closed, as well as facilitiating Business Unit heads in keeping track of Bridging Competencies for their newly hired team members and enhancing internal growth. |

***Miscelleanous:***

* *Other HR responsibilities included conducting preliminary interviews of candidates to various positions, maintenance of personnel files and assisting the Public Relations Officer dealing primarily with Visas for expatriate office and field force employees.*
* *Administration responsibilities included assisting the Administration Manager with legal cases and budget calculations, preparation of management reports, issuing letters to Banks, Embassies and Government departments for Employees and Agents in the region.*

*(Reason for job change: Implementation of New visa policies resulting in an immigration ban for a Year)*

**June 19th, 2004- January 10th, 2006**

**Recruitment Consultancy Dubai, U.A.E.**

**Sr. Recruitment Consultant**/ *Joined the company as a Recruitment Consultant*

**Reporting directly to the Executive Director**, my major responsibilities were:

1. I held a job profile of a Sr. Consultant (sales/ target driven) wherein Consulting with clients about their HR requirements, providing feasible alternatives, arranging contract and payment details with them, sourcing relevant CV’s for positions, screening them, interviewing candidates and achieving a monthly set revenue target were few of my main responsibilities.
2. Formulating Job Descriptions for various positions and conducting Wage & Compensation Surveys for clients
3. Conducting cold calls (marketing) to increase personal client database and to create diverse industry specific clients;
4. Suggesting marketing strategies, through research and development, in order to increase candidate database by setting up seminars and creating awareness among candidates;
5. Re-marketing dead/ in-active clients, negotiating feasible solutions with terms and conditions of either party’s

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| **Key Achievements:**   * Closed positions of high managerial & technical calibre for diverse industries such as Fire- Proofing Industry (UK Based), IT Industries (U.S. Based), Telecommunication Industry (France Based), Electro-Mechanical Industries, Construction, etc and have achieved target in very less time as less as a fortnight * Designed the skeleton of an online “go-live” module for e-recruitment & implemented the same using web technologies and consultancy services from Deltaone Technologies, India. It facilitated in farming resumes of qualified professionals online as well as creating a friendly user-interface for communicating with clients with nothing more than the click of a mouse button. |

**EDUCATIONAL HISTORY:**

* MBA From university of Delhi,India,2006
* BBA From university of Cambridge, Australia

**PROFESSIONAL SKILLS:**

* Designing Competency / Skill Matrices, Procedure Manuals related to the same- Expert
* Job Description Interviews, Job Analysis & Evaluation- Expert
* Manpower Planning, Recruitment & Selection- Expert
* Grading & Compensation Structures- Intermediate
* Career Ladder Development- Intermediate
* Myres Briggs, Thomas Kilmann & ABLE Methods- Psychometric Testing- Intermediate

**COMPUTER LITERACY/ TECHNICAL EXPERTISE:**

* SPSS – Used for performing analysis on Survey details (esp. Salary Surveys)
* Administering & troubleshooting Windows XP Environments
* Implementing Windows Server 2003 and NT infrastructure
* Web Designing, Frontpage, HTML, Macromedia Flash, Graphic Applications and Packages
* C, C++, JAVA, VB, SQL
* Networking, E-commerce
* MS Word, Excel, Visio and all other MS Office Suite Applications

**Other seminars attended:**

* Human Resources/Personnel Management,DHRF
* Time Management, DHRF

**Online Membership(s):**

* Job Partners, United Kingdom
* Technology Evaluation Associates, Human Resources

**Other personal details:**

**Marital Status:** Single

**Nationality:** Indian

**Date of Birth:** 09 September 1982

**Visa Status:** Company/ Residence Visa

**Academic Degrees: Masters in Human Resourse Mangement, University Of Wollongkong, Dubai**

**Languages:** Fluent English, Hindi

**References:** Will be furnished on demand