

# Ansu Susan George

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Date of Birth: 24 July 1982 | Nationality: Indian | Marital Status:  
Married [in URL](#)

## HR Manager/Head of HR/HR Business Partner

Dynamic and resourceful leader with over eight-years' experience leading all facets of employee life cycle from recruitment to retirement with fast paced organisations. Demonstrated expertise in talent management, ensuring proper orientation, and increasing efficiency to attain maximum output. Proven capacity to lead start-up, control group projects, improve employee relations, develop robust HR strategies, mentor leadership teams, build strong relationships with potential stakeholders, and implement talent management programmes. Possesses broad knowledge of human resources in a variety of sectors including metal & mining, construction, shipping and retail industry with an emphasis on providing support for all employee groups. Skilled to transform strategic ideas and vision into reality through close communication with c-level executives. Multi-lingual in English, Hindi, and Arabic (Basic). **Proven expertise in:**

- Work force Planning & Execution
- Recruiting & Staffing Initiatives
- Policy & Process Implementation
- Training and Development
- Employee Engagement & Employee Relations
- Performance Management

Change Management  
Organisational Development  
Payroll Management  
Benefit & Compensation  
Staff Leadership and Training  
Talent Acquisitions

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## PROFESSIONAL EXPERIENCE

**HR Consultant, Dubai, UAE**

**March 2021 – Present**

**Contract (Infracare Facility Management)**

Currently supporting the HR Team in; Leading and motivating teams to deliver excellence, Internal communication plans, policy review and implementation, HR Metrics & Analytics, employee engagement.

**Career Break**

**Nov 2015 – Feb 2021**

I took a break to build my home, revive, and re-discover new cultures and regions. I travelled to various regions across the world. This opened another page in my life, as I had to adapt to different situations to scale through, with sometimes being obliged to exercise patience. It helped me to manage anxiety, minimize pressure, learn to face real-life occurrences without panic, & manage complex & painful situations. I also continued self-development, with online courses to stay up to date.

**Freelancer – Dubai, UAE**

**HR Consultant**

**Jan 2013 - Nov 2015**

*Provided strategic direction, guidance mission, and vision to colleges regarding HR activities, including activities from hiring to retirement for ensuring smooth progression of work.*

Contributed to source candidate and observe applicant in initial screening process. Advised clients on HR policies and grievance managing. Expertly resolved staff/clients conflict and fostered teamwork and open-door environment conducive to positive dialogue across organisations.

**Key Contributions:**

- Wrote policies and designed HRforms for RoyalWecare facility management company.
- Crafted complete employee handbook for Buldozer group.

**ArcelorMittal – Dubai, UAE**

**Head of HR, Middle East**

**June 2011 - Dec 2012**

*Directed monthly payroll processing and benefits administration for up-to 600 staff across the Middle East region and led overall related operations to ensure smooth running of work. Drives best practices and continuous improvement through research, planning and effective execution in conjunction with Head of HR- Projects, Luxembourg.*

Administered, controlled, and prepared overall annual budget of AED 16M by collaborating with **CEO** and FC. Directly reported to the CEO and delivered status reports of Head of HR – global projects as well as discussed future and on-going business matters. Reviewed and proposed new remunerations for white/blue collars within region. Monitored staff performance on quarterly and yearly basis as well as conducted annual appraisal programmes to motivate staff. Devised and applied company's strategies to achieve shared and individual goals. Forecasted business requirements, including manpower, system upgrades, training through planning and collaboration. Identified training needs of staff and conducted coaching programmes to increase overall performance. Prepared monthly MIS report to the Finance Department, which includes Entry and Exit of FTE's, Forecasting of manpower.

*Continued*

**Key Contributions:**

- Developed and implemented various HR policies including human right, code of conduct, compliance policy, health and safety (QHSE), which assisted in zero accident on work-site throughout the MENA region in adherence with regulatory compliance.
- Streamlined recruitment process across the business unit as per policies and procedures and hired over 25 staff with an average time span of 45-days.
- Ensured that GEDP process communicated and conducted annually throughout the MENA region, which enabled global process.

**Blue Lines Shipping, DMCEST – Dubai, UAE**

**Senior HR Manager**

**March 2010 – May 2011**

*Supervised a team of two HR experts, enabled best practices, and ensured all policies and procedures in-line with regulatory compliance to meet organizational objectives.*

Headed project from concept to execution within timely and budgetary constraints. Managed employee benefits, such as life/medical insurance, directors'/officers liability, HRA, air ticket allowance, education support, and grading. Co-ordinated the provision of training, succession planning, personal development, and team building programmes. Organised annual manpower budget for company in coordination with finance and department heads.

**Key Contribution:**

- Played key role in designing organisation's website to manage and deliver information regarding company's affairs within six-months.
- Wrote job description in six-months for all-levels of management through collaboration with CEO.
- Introduced and deployed performance management system in the organisation to analyse effectiveness and improve HR standards.

**SammonVG Contracting, Member of the GEMS Group – Dubai, UAE**

**Assistant HR Manager**

**Nov 2008 – Feb 2010**

*Controlled effective programs for talent acquisition of all personnel including UK and other related nations.*

Assisted to setup HR department and development of services. Implemented best Health and Safety procedure (QHSE), HR practices, policies and disciplinary/grievance procedures.

**Key Contribution:**

- *Was a key contributor to the change management in the organisation during the merger and acquisition of both the organisation.*
- Initiated health and safety intervention and led employee grievances, employee inquiries and concerns as primary employee relations point of contact with a solutions-oriented attitude, focusing on service, consistency, compliance, and positivity
- Recruited 100 skilled and unskilled workers from India and also hired the senior management candidates from UK and related regions.

*Additional experience as **Human Resources Executive and Officer** Winchester School and Unicom Infotel Pvt Ltd at **UAE and India** from Dec 2005 to July 2008.*

**EDUCATION AND CERTIFICATION**

- **Master of Arts in Human Resources Management**, Middlesex University, Dubai, UAE
- **Master of Business Administration, Bench III: Marketing & HR Management**, Mahatma Gandhi University, Kerala, India
- **Associate CIPD , 2013**
- **Technical Proficiencies:** Microsoft Office Suite, Lotus, Oracle, Google Suite.
- **Membership:** Associate Member of Chartered Institute of Personnel and Development (CIPD), Current
- **Skills:** Teamwork, Decision Making, Critical thinking, Negotiation, Customer Service, Rapport Building, Conflict Resolution, Counseling, Verbal Communication skills, Adaptability, collaboration, Interpersonal Skills, confident, Problem solving skills, Accountability, Management skills, Presentation Skill.