

Haneen Lafi

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Summary:

Experienced professional with a background in HR. Possesses a unique skill set, including expertise in developing and implementing HR policies, procedures, and systems. Strong interpersonal and communication skills, with excellent time management. Committed to providing exceptional positive work environment. Continuously seeking opportunities to expand skills and knowledge in HR.

Experience:

Administrative & HR Officer - Eshraq Investments Co. (PJSC), UAE – Abu Dhabi

Jan 2014 – Oct 2019

- Coordinated and managed all HR functions, including recruitment and selection, payroll, and benefits administration.
- Developed and implemented HR policies, procedures, and systems, aligning with the organization's goals and objectives.
- Conducted new employee orientations, onboarding employees and ensuring they receive necessary training.
- Managed employee relations and addressed any HR-related issues and complaints.
- Maintained accurate HR records and databases, ensuring compliance with relevant laws and regulations.
- Provided administrative support, including managing office supplies, facilities, and equipment.
- Coordinated with different departments to ensure effective and efficient operations.
- Communicated with external stakeholders, including government agencies, suppliers, and partners.
- Managed and monitored the performance of outsourced services, ensuring quality and value for money.
- Acted as a liaison between employees and management, fostering a positive work environment and promoting diversity and inclusion.

Customer Service Officer – Al Dhafra Financial Brokerage, UAE – Abu Dhabi

Jun 2013 – Dec 2013

- Respond to customer inquiries via phone, email, or in-person, providing accurate information and resolving issues promptly.
- Handle customer complaints with professionalism, ensuring swift resolution while maintaining a high level of customer satisfaction.
- Maintain detailed records of customer interactions, inquiries, and resolutions in the customer management system.

Call Center Representative – First Medical Center, UAE – Abu Dhabi

Nov 2012 – Apr 2013

- Respond to customer inquiries and make outbound calls to follow up on customer requests or issues.
- Offer accurate information about products, services, or company policies.
- Address customer issues and concerns effectively, ensuring a positive resolution.
- Log details of all customer interactions, including inquiries, complaints, and resolutions, into the system.

Admin & HR Skills:

- HR policies and procedures / Recruitment and selection / Payroll and benefits administration.
- Employee relations / Employee training and development.
- Administrative support / Office management / Communication and interpersonal skills.
- Problem-solving and decision-making / Organizational and time-management skills.

Education:

- 2018, BBM in the major of Business Management from Emirates College of Technology, Abu Dhabi – UAE.
- 2013, Awarded High School Certificate from Um Ammar, Abu Dhabi – UAE.

Achievements:

- Supervising the restructuring process of Eshraq Investment sister company (Nuran Hotel Marina, Dubai)
- Setting the parameters, testing and Implementing the HRMS with Eshraq Investment.
- Handling the full task of health insurance for 200+ staff

Languages:

Arabic (Native) & English (Conversational)

Personal information:

Nationality: Palestinian

Date of birth: 17 Dec 1994

Marital status: Married

Current address: UAE, Abu Dhabi