

Jinsy Varughese



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Dubai, UAE

Qualifications / Memberships / External Training

- ME Women's Leadership Programme, RDP International, UK (2017)
- The Power of Speech, Speak the Speech, UK (September 2016)
- Developing the Capacity to Think Strategically, Skillsoft, UK (June 2016)
- Fundamentals of Project Management, Skillsoft UK, Dubai (2008)
- Internal Lead Auditor training, Lloyds with ATKINS internal (2008)
- Techniques for better Time Management, Skillsoft UK, Dubai (2008)
- ISO9001:2000 Foundation, DNV, Dubai, UAE
- BIT (Bachelors Degree in Information Technology), Manipal Academy-MAHE UAE
- DIT (Diploma in Information Technology), Manipal Academy-MAHE UAE

SUMMARY OF SKILLS

Strategic and innovative HR Executive with 15+ years of Middle East & Africa experience who translates business vision into HR initiatives that improve performance, profitability, growth, and employee engagement. Empowering leader who supports companies with a unique perspective and appreciation that human capital is every organization's greatest asset. Genuine influencer who thrives on tough challenges and translates visions and strategies into actionable, value-added goals. Well versed with the UAE labour law and laws around the other ME regions including Immigration process/formalities.

CURRENT EMPLOYER

Emirates Gold DMCC

Dubai, United Arab Emirates

Sep 2020 to Mar 2021

Part time position

- Managing office services by organizing office operations and procedures; reviewing and approving supply requisitions; assigning and monitoring clerical functions.
- Business Partner with management to update and maintain HR policies / ISO certifications, Licenses as required
- Manage the recruitment and onboarding (Lab, Refinery and Operations) process for new hires, disciplinary issues, exit formalities etc

Superior Technologies & Services DMCC

Dubai, United Arab Emirates

Feb 2018 to Aug 2020

Length of Service – 2 Year+

Superior Technologies is a leading regional supplier of structured cabling system solutions in GCC including UAE Military, Oil&Gas including DU and Etisalat. ME staff strength - 10

HR/Office Manager

- IT vendor management – negotiation of contracts and service level agreements of company laptops for new joiners, raising of new service requests, printers/scanners for the office and process any IT queries.
- Supplier management – maintenance of supplier / distributor contracts and agreements with offices in France, UK, US, Russia, Czech Republic and China.
- Managing office services by organizing office operations and procedures; controlling correspondence; designing filing systems; reviewing and approving supply requisitions; assigning and monitoring clerical functions.
- Business Partner with management for recruitment activities, to update and maintain HR policies / ISO certifications, Licenses as required
- Manage office petty cash budget and reporting
- Assist in the onboarding process for new hires, disciplinary issues, exit formalities etc
- Addresses employee's queries regarding office management issues (e.g. stationery, Hardware, Exhibition prep work and travel arrangements)
- Liaise with facility management vendors including spring-cleaning, catering and security services

WS Atkins & Partners Overseas

Dubai, United Arab Emirates

September 2006 to Feb 2017

Length of Service - 10 years, 5 months

Atkins is one of the world's leading Design, Engineering and Project Management Consultancies. ME staff strength - 2500

HR/L&D Advisor (Business Partner for Atkins Acuity), MEA Operations

Additional Expertise

- Expertise on HRIS system Oracle and running Oracle Discovery reports
- Expertise on Recruitment software *I-Grasp, Taleo*
- Expert in creating and working on SharePoint sites / team spaces (surveys)
- Newforma Project Centre
- MS-Office O365, (MS Windows 95/98/2000/XP, Word, Excel, PowerPoint, Visio, Access, Email & Internet)

Behaviours:

- Ethical and authentic
- Pro-active with strong professional curiosity
- Takes ownership and is accountable
- Lateral thinker with ability to connect the dots
- Ability to get into the detail without losing sight of the bigger picture
- Embraces change and enjoys innovating and improving processes / customer experience
- Strong customer focus
- Resilient and self-motivated, hands on approach
- Strong personal work ethic
- Flexible, handles ambiguity well
- Collaborative, team player

Key Achievements:

- Establishment of HRSS Reporting - Advisory Function
- First Level support for HR Projects (My Career, MyHR, My Annual Leave)
- Designed the HR Sector / Country Matrix for ME HR Teams
- Implemented Onboarding project and workshops for Hires Team / Recruitment
- Delivery of the ME HR Gateway project – SharePoint
- HRSS Service Delivery Integration and Onboarding for Sharjah office
- HRSS Service Delivery Integration for Mergers & Acquisitions – Confluence (UAE, Oman), Howard Humphreys (Africa)
- HRIS E-filing – O365
- I was awarded **Pitbull - Fighter Award** during the Christmas gala dinner of 2015/16 because of my persistent leadership in helping the shared services department, who were suffering from morale issues and continuously missing target response time by 40%. I reorganized emails into specified subjects then assigned to teams in Bangalore VS UAE, placing mentors in each locality, which resulted in a complete turnaround – the HRSS department **exceeded targets by 6% and reduced complaints by 15% within 2 months** by using daily stand-up meetings to rapidly assign resources. My colleagues in the team are now happier than ever and feel on top of their game.

Promoted, HR Advisor, MEI Operations January 2013 – September 2016

Promoted, Assistant HR Advisor, August 2012 – January 2013

Promoted, HR Assistant, September 2007 – July 2012

Talent Acquisition

- Assisted with the Recruitment efforts for Off-shore hires at Bangalore office.
- Facilitate recommendations for promotions and raises – along with Reward Analysts
- Partnering with Business stakeholders and HR Senior Leaders on sourcing, succession planning, position strategy, candidate requirements and developing sourcing strategies through data gathering and the application of appropriate change management techniques
- Managing the client & candidate interview, job offer process and negotiating contracts
- Consulting candidates, offer career advice, interview tips etc

Learning and Development

- Work with Business Representatives to establish training needs and facilitate appropriate programs, enrollment into certification programs and provide guidance to line managers and employees on growth/ development opportunities and paths.
- Worked with all HR centers of expertise to deliver specialist advice and services. Coach and mentor junior members of the Shared Services Team.
- Worked with Head of Talent to deliver the Graduate Training Programme.
- Liaison with external providers to identify Learning Partners and outcomes.

HR Shared Services – Middle East

- Developed the know how to articulate demand and what value services must be provided for each business sectors.
- Devised creative and cost-effective programs (including special events and awards structure) that increased employee satisfaction and productivity.
- Delivered training programs and facilitated team building exercises for teams both in the Middle East and in Bangalore Shared Service Centers.
- Assisted in the planning of resource allocation for the shared service center
- Delivered Training Workshops to Business Unit Managers around the ME Region for the roll out of several HRIS projects.

Off-shoring of HR Shared Services – Middle East to India

- Set up service SLAs for the HR Centre to meet demands of the Middle East business.
- Support the Head of HR Shared Services to offshore / relocate administrative services from Middle East operations to our newly formed HR Centre in India.
- Key stakeholder in ensuring the successful setup, launch and implementation of the deployment of a shared service center based in Bangalore for the Middle East operations in 2012.

HRIT Projects / Implementation

- Developed, tested, and implemented HR Projects in line with Project Management principles;
My Career (Online Performance Review tool), Insurance Agent (Benefit Net), Degree Survey tool, Offer Tool, Newforma (Archiving), Annual Leave Online (employee/LM guidance), MyHR (employee guidance),
- Delivered Oracle deployment and training for HR Shared Services team.
- Oracle Element entries HR / Payroll fields, run monthly HR reports from Oracle Discovery for Management, HR, Finance and IT teams.

On-boarding

- Responsible for establishing HR Services “Offer Tool” including the implementation of the on-boarding process to support new hires
- Shortened time taken for new hires to start around the Middle East.
- Ensured consistency of on-boarding experience for all new hires around the region.

Employee Relations

- Advise employees on various finance issues including timesheets, expense reports, payment requests, vendor setups, salary concerns, leave accruals
- Interpretation of policies and procedures to Employees
- Dispute resolution; investigating and resolving workplace issues
- Attending Disciplinary and Grievance hearings
- Deliver layoff notices and advise employees on exit / final settlement formalities
- Validates requests for temporary work (interim) on his/her scope of activities according to legal constraints and in liaison with the managers

HR Plan & Strategy

- Succession Planning
- Administer and facilitate 360-degree surveys for Middle East employees
- Actively participate in promotion panels
- Support HRBP's to profile long serving employees who are approaching retirement age

Change Management

- Make recommendations to senior management on change management programs
- Support the successful introduction of new programs, systems and policies
- Identify any skills gaps, training needs, new posts, new working practices etc

Performance Management

- Facilitate and Administer the annual performance review process
- Provide support and guidance to line managers and assisting with dispute resolution in cases where performance evaluation is not agreed upon
- Provide support and guidance to line managers in cases of employee performance issues

Compensation & Benefits

- Key stakeholder in ensuring the successful setup, launch and implementation of the deployment of a shared service center based in Bangalore for the Middle East operations in 2012.
- Analyze and validate individual off-cycle requests for salary increases from the business
- Interpret compensation & benefits benchmark data provided by the Rewards team.

HR Administrator (September 2006-2007) – Faithful and Gould, Dubai, UAE

- Responsible for leading and motivating the mobilization processing team
- Designed the induction pack and presentations for the UAE
- Improvements - mobilization process, procedures and documents, communication and level of customer service
- Handled the mobilization of 100+ senior staff for the UAE, KSA, Qatar and Oman
- Act as the liaison between new employees and the PRO, IT and Finance Teams
- Conducting Inductions
- Worked closely with the Regional Directors for preparation of monthly staff reports

- Identify potential candidates through networking, initial screening, updating systems (I-grasp/Taleo), obtain references for new starters and L&D support
- Maintain employee records and relevant databases
- IT Vendor Management – negotiation of contracts and service level agreements of company laptops for new joiners, printers for the project offices and process any IT queries for the new site teams.

PREVIOUS EMPLOYERS

Toshiba Corporation (TMTD)

Fujairah and Abu Dhabi, UAE

April 2004 – June 2006

Length of Service - 2 years, 2 months

Toshiba is a leading engineering and manufacturer of heavy electrical apparatus with worldwide sales/service network. AE staff strength - 100

Projects Secretary / Admin Assistant to several ADWEA contracts at Fujairah and Abu Dhabi

- Coordinating Domestic and International Transportation of project materials
- Overall administration of the project site office for the smooth day-to-day functioning
- Preparation & Submission of Monthly Project Reports/ CSD Letters to O/E (Owner/Engineer) based on associate feedbacks
- Created forms and templates to improve the flow of information between projects in the UAE
- Vendor Management – procurement and setup of IT system software's, hardware's/assets for the projects and process any IT queries for the team.

Al Safwa Agriculture Est.

Abu Dhabi, UAE

April 2000 - February 2004

Length of Service - 3 years, 10 months

A Sales-Division catering to the diplomatic community and the businesses within the UAE

PA / Secretary (HR) to General Manager

- Handled day to day Administrative functions, assisted in international purchasing for the GM of Al Safwa
- Investigate damage / lost shipment and Liaise with Sales Managers in release of shipments from Ports / Customs
- Assisted during staff interviews, drafting JDs, Conduct reference checks
- Managed the setup of desktop, printer/scanner and process day to day IT queries