Nahid A.M.Osman, ACIPD **CURRICULUM VITAE**

Personal Details

Nationality: Sudanese

Religion: Muslim

Place of Birth: Jeddah-KSA

D/L : valid UAE License,

Visa Status: employment visa

MOB :+971-050-3435006

+971-055-3435006

E-Mail : nahido@yahoo.com

Languages Known

* Arabic
* English

(Translation) and working knowledge

of German/Japanese

# HR Manager

Career Objective

15 years of HR management experience and background of repeated success, implementing best practices and building successful HR departments from scratch. Accomplished in transforming disorganized HR organizations into cost-efficient strategic entities and valued partners in attaining top-priority business goals.



Strong cross-industry background and experience supporting large, diverse workforces of 700+ employees in multiple locations, including UAE, Iraq, Jordan & Egypt.

## Experience Summary

Jan 2021 – **Present: Corporate HR Manager** – Al Bilal Group, Oil & Gas Contractor, Hospitality- AUH and DXB- DMCC.

* Assist Project Managers in organising the work flow at oil field site, for set up HR system in UAE, Iraq and Jordan Offices.
* Assist CEO in preopening hotels by set up HR employee book and manuals including health and safety during this Pandemic.
* HR programs and services delivery including performance management, compensation planning, Recruitment etc.
* Advise, coach, and mediate on HR-related matters with employees and managers. Interpret, administer as compliance with UAE Labour law, company policies and procedures.
* Create and implement HR disciplines and best practices.
* Manage all day-to-day operations of the HR Service Delivery team ensuring there are clearly established measures of success, with a strong focus on good knowledge of Iraq and Jordan Labour Law.

Manage the interview, selection and onboarding process for both internal and external candidates in Dubai and Basra – Majnoon field.

Support the identification and implementation of improvements to external payroll tax processes and controls, including assisting with the operational employment tax aspects of new system implementations at Iraq and Jordan offices.

Apr – Dec 2020 During the COVID 19 lockdown- Freelance job ( new clinic and company set-ups), DHA, DHCC.

Jun 2019 – Mar 2020 : **HR & Clinic Operations Manager**- Novomed Group of Clinics

/ Hospital - Dubai Marina (New Business Setup – DHA / DMCC/ DHCC / DED)

Group of Multispecialty Clinics, (IVF, Plastic Surgery, Urology, ObsGyn, Cardiology, Psychiatry, Naturopathy, Bariatric Surgery, Podiatry, sleep lab, GPs, etc), 7 Month **Project.**

* JCI Accreditations and DHA inspection preparation.
* Work closely with the leadership team to drive elements of the Talent Management Strategy.
* Plan and manage the Recruitment, interviewing, hiring and orientation process to maintain staffing levels with qualified candidates.
* Oversee adherence to performance management including monitoring performance evaluations to make certain they are completed and submitted on a timely basis. Actively identifies gaps, proposes and implement changes necessary to cover risks.
* Fix of contracts on full time and part time of all physicians and staff.
* HR & Clinical Policies with implementation process.
* Oversee Group payroll process and preparation of organisation structuring with existing workforce and JDs.
* Follow-up Orientation program for physicians and non clinical staff with Medware, Insta.

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| Home Address    Al Barsha– Dubai    UAE |

February 2018 – May 2019: **HR & Clinic Operations Manager** Dr. Amal Alias Fertility & Gynecology Center IVF – TECOM- Dubai Dr. Amal Alias ObsGyn Clinic DMCC.

With a teamwork of over 25 medical and none medical staff, as Head of HR, Clinic Reception Manager and looking after the overall HR & IVF Center operations.

* Liaising with healthcare professionals and patients about treatment plans.
* Overseeing clinic operations / Patients appointments and staff duties.
* Keeping medical professionals informed about healthcare administered at the clinic.
* Overseeing clinic's budget, billing system, inventory & Insurances.
* Overseeing Clinic daily administrative, marketing and social media.
* Ordering stock and supplies for the clinic with tracking report.
* Overseeing the purchasing, maintenance, and repair of clinic equipment.
* Developing procedures to deliver optimal patient care, (SOP) & HR & Clinic Policies & Procedures.
* Performing the hiring, training, and performance evaluation of staff members.
* Managing internal and external communications, and answering queries about the clinic.
* Provide translation assistance to physicians and patients.
* Overseeing Customer services and complaints.
* Set-up medical staff electronic files system as per DHA requirements.
* Overseeing inspection requirements by DHA with the concerned staff.
* Follow up Clinic Organisation Structure with Job Description.
* Overseeing monthly payroll on full time and part time basis.

January 2016– November 2017: **HR Manager /(Recruitment)**

Always Property – Al Bandary Real Estate – Qatari Group – Dubai Recruiting candidates on temporary and contracting bases has recognized the demand for specific skilled personnel from; UK, Russia, Uzbe, India, Egypt etc.., act as head hunter to find Estate Agents in leasing and sales who are ready to relocate or agents who are already based in Dubai and looking for new

opportunities and can join within a short notice, (end to end recruitment) Setup new branch in Business Bay with staffing.

Feb 2013- Dec 2015**: Group Human Resources Manager**

– LLC / DMCC- GEM DWC Freezone – Luxury Retail Stores

Salim & Said Abu Samra Group( Jewellery, Diamond & Apparel Business)- DMCC

(Versace Jewellery Boutique, Young Roberto Cavalli, Little Angels, Kid’s puzzle, Luxury Brands - Dubai Mall; Samra Jewellery out lets)

Job profile : with workforce of 700+ employees in Samra Group of companies, organized 18 retail stores (Jewellery & Apparel); recommended and implemented changes in Policies and procedures; salary grading system to improve the work culture and boost professionalism and productivity in each company, defining rules and regulations to be followed by the employees working in retail as per UAE Labour Law in free zone, DMCC and LLC companies in Dubai and Jebel Ali. Setting standard operating procedures (SOP) for HR department.

Responsible of full HR operations from A to Z.

Apr 2002 – Aug 2012: **HR Admin. Manager & Member of Management Team** - Arabian Packaging Co. Saif Al Ghurair Group – Jebel Ali –

(Manufacturing, Corrugated boards & Flexible )

Job profile:

Assist. Project Manager, during the set up of the New Box Plant of Arabian Packaging - project co-ordination; follow up activities with the industrial based sector.

Preparation and assisting in timely updating of project schedules.

Preparation of project progress report.

Handling independently all correspondence related to machinery suppliers, shipping, installation programs, consultant, contractor, sub – contractors & quantity surveyor, and follow up the interim valuation for payments with quantity surveyor, contractor and accounts dept.

Assist the company in achieving ISO9001: HACCP certifications.

Worked with British management team to maintain and implement policies and procedures that positively impact corporate profitability, employee satisfaction and overall productivity. Support Group HR Manager in the head office for corporate correspondence between the two factories (Corrugated and flexible units) and HO.

Educational Qualification

Diploma in

Human Resources

Best

Practice

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CIPD

–

UK

–

Professional Certificate in Human Resources Learning &

Development CIPD

–

UK

Faculty of Arts,

Bachelor degree

-

English Language &Translation

–

University of Khartoum

Professional Diploma in Human Resources Management

-

Al

Ghurair

University

–

Dubai

–

American School

–

Jeddah

-

U

nity High school

-

Khartoum

(

British System

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Organisations:

**The Chartered Institute of Personnel & Development**

**-**

**CIPD**

**(**

**-**

**UK)**

Associate CIPD UK / UAE.

Courses

2016

/ UAE Labour Law Seminar

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CIPD

–

Knowledge Village

-

Dubai

2013

/2014

UAE Labour Law

Seminar in DMCC, free zone and LLC contracts.

Financial Awareness for

2010

non financial person

-

Dubai.

2009

UAE

Labour Law

–

Dubai.

Business

travel

trips for recruitment

purposes in Thailand and

Philippines

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Leisure travel

visits to UK, Germany,

Netherlands, Turkey and Lebanon.