

Tahera Fatima

HR Assistant cum Admin Officer

10+ years UAE experienced HR Assistant/ Administrative professional with hard core expertise in HR process improvements using cost effective innovative strategies resulting in enhanced internal customer satisfaction and employee retention. Extensive knowledge of working practices, recruitment, pay, conditions of employment and diversity issues, HR and admin cost reduction thereby contributing to bottom line profitability of the organizations worked with.

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📍 Abu Dhabi, UAE

CORE COMPETENCIES

HR Systems

UAE Labour Law & Rights / Legal Issues

Recruitment & Selection

Admin system and procedures

Attendance & Payroll

Equal Employment

Office Management

Documentation

Payment & WPS

Filing

Cost Control & Reduction Techniques

Performance Appraisal

Strategic HR / Admin

Termination Procedures / Settlement

Employee Retention

HR Regulations & Policies

CAREER ACHIEVEMENTS

- **Enhanced employee satisfaction and retention** by fulfilling employee requirements through effective negotiation strategies with internal stake holders.
- **Boosted employee morale** and enabled the employer in retaining high performing talents resulting in enhanced **brand image and new client acquisition**.
- Fulfilled HR requirements **using cost effective recruitment strategies** thereby contributing to reduced HR cost and **enhanced bottom line profitability**.
- Analyzed administrative expenses based on total cost perspective and **implemented new innovative** cost reduction techniques thereby **reduced administrative expenses approximately by 30%**.
- Enhanced operational efficiency by **implementing proactive document control procedures** thereby improving internal employee satisfaction and responsiveness to external clients.

UAE WORK EXPERIENCE

Al Reem International Construction LLC: Abu Dhabi, UAE

Executive Assistant to the CEO/ Document Controller/ HR Officer (Jan 2019 - Present)



Home Devo Trading LLC (Al Reem Group): Abu Dhabi, UAE

Executive Assistant to the CEO (Jan 2019 - Present)



Al Waqar Gen Transport & Contracting: Dubai, UAE

Executive Assistant/ HR Officer (Jan 2009 - Apr 2018)



DUTIES AND RESPONSIBILITIES

- **Planning and coordinating** administrative and HR system and procedures.
- **Managing client centric administration** and ensuring client satisfaction.
- Overseeing the **full recruitment cycle**, induction, training and performance management of employees.
- **Assisting in the short listing of suitable candidates** from applications.
- **Writing the terms of employment** and contracts for new employees.
- **Welcomes new employees** to the organization by conducting orientation.
- **Managing the medical insurance of employees**, registering new joiners, claims settlement, query handling and cancelling of resigned staff.
- Carrying out **large volumes of filing with accuracy and efficiency**.
- Maintaining an **effective administration system**.
- Responding & resolving **administrative problems**.
- Managing related legislative, **regulatory and compliance issues**.
- **Maintaining executive's appointment, travel arrangements**, arrange Projector and Audio/Video Conference Meeting room.
- Preparing all **petty cash** reimbursements with proper **documentation of invoices and vouchers**.

- Handling highly **sensitive and confidential information** related to HR and Accounts.
- Assisting to **Drafting Contracts /renewal/ Reports** and payments procedure.
- Reviewing and **updating the company CRM** excel database including client files, new deals and leave trackers.
- Preparing **monthly attendance and annual leave report**.
- **Sending notification to employees** on required documents before their visa expires and handle **Visa processing** for all the staff and coordinate with PRO.
- **Typing letters**, reports and other documents often of a confidential nature in **corporate house style**.
- **Handling client/employee requests** and queries in a timely manner and actively seek feedback.
- Identifying and managing all aspects of **business operations as per the needs of the clients**.
- **Designing and developing process plans** to implement new policies.
- Developing an **improvement plan** to align business operations towards client satisfaction.
- **Maintaining relationships** with key clients and corporate clients.
- Maintaining a **clean and enjoyable working environment**.
- **Reviewing utilities consumption** and **strive to minimize costs**.
- **Managing facility services, safety, and quality**, while preventing cost overruns by developing **vendor contract specifications**, tracking/evaluating project risks, and controlling processes.
- Ensuring that each department operates in **compliance with all legal requirements**.
- Handling **external or internal communication** or management systems.
- **Monitoring inventory** of office supplies and the purchasing of new material.
- **Overseeing facilities services**, maintenance activities and tradespersons.
- **Responding to emergency situations** or other urgent issues

KEY SKILLS AND COMPETENCIES

- Able to work **within a busy office environment**, and **support office teams** in order to ensure the smooth running of day-to-day activities.
- Working as part of a team and **supporting the employees, customers, members and managers**. Also help other departments to increase volume of sales and achieve the organizational goals.
- Well versed in using variety of **technological tools, ranging from the Microsoft Office Suite** to online scheduling programs.
- Adept in **plan and schedule things in advance**, creating a plan for when employees are sick, or developing office procedural systems and prepare for any potential office issues.
- Able to hear a **variety of problems and solve them using critical thinking**.

ACADEMIC EDUCATION

- **Bachelor's Degree**
Business Administration - 2007 (Abu Dhabi).

PROFESSIONAL QUALIFICATION

- **Certified Human Resource Management (CHRM)** 2016, Nadia Training Institute, Abu Dhabi.
- **Certified Purchasing Professional (CPP)** 2010, American Purchasing Society, Abu Dhabi
- **Certified Purchasing Professional Manager (CPPM)** 2010, American Purchasing Society, Abu Dhabi

PERSONAL INFORMATION

Gender : Female
 Marital Status : Married
 DOB : 18th Oct 1987
 Nationality : Indian
 Visa Status : Personal Visa
 Availability : Immediate
 Driving License : UAE Driving License

LANGUAGE SKILLS

English ● ● ● ● ●
 Urdu ● ● ● ● ●

Hindi ● ● ● ● ●
 Arabic ● ● ● ● ●

COMPUTER SKILLS

MS Office ● ● ● ● ●

ERP applications ● ● ● ● ●