

Aileen Biscocho

Contact

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Skills

Talent management

Training development

Benefits and Compensation

Recruitment

File and records
management

Organizational
Development

Expertise in HRIS, Opera

Software

Bayan - Human Resources
Information System

Jana

Opera

Microsoft Office

Goal-oriented Assistant Human Resources Manager offering 5+ years of expertise managing employee hiring and benefits processes. Well-versed and experienced in overseeing the hiring process, implementing employment regulations and educating employees. Detail-oriented in maintaining excellent employee records. Focused on maintaining privacy and confidentiality of employee information at all times.

Work History

2018-06 -
Current

Assistant Human Resources Manager

TIME Grand Plaza Hotel , Dubai

- Managed team of 120 employees, overseeing hiring, training, and professional growth of employees.
- Reviewed and screened applicant resumes to identify qualified candidates.
- Maximized team knowledge and productivity by training, monitoring and directing employees in application of best practices and regulatory protocols.
- Reviewed existing policies and procedures to make recommendations for enhancing work productivity, recruitment, hiring processes and talent management.
- Planned and managed recruitment activities for new hires using strategic personnel, staffing and position management practices.
- Liaised between management and employees to deliver conflict resolution, alleviate problems and interpret compensation and benefits policies.
- Contributed to annual performance appraisals by working with supervisors to achieve consistency and compliance with established procedures
- Delivered consultative services and recruited qualified and diversified candidates for employment
- Managed employee compensation plans
- Filed employee paperwork in compliance with UAE Labour Law

2016-11 -
2018-05

Executive Secretary to the General Manager

TIME Oak Hotel & Suites

- Act as first point of contact: dealing with correspondence and phone calls

- Manage diaries and organizing meetings and appointments, often controlling access to manager/executive
- Participated in continuous improvement by generating suggestions, engaging in problem-solving activities to support teamwork.
- Worked closely with General Manager to maintain optimum levels of communication to effectively and efficiently complete projects.
- Completed paperwork, recognizing discrepancies and promptly addressing for resolution.
- Used critical thinking to break down problems, evaluate solutions and make decisions
- Worked flexible hours; night, weekend, and holiday shifts
- Demonstrated respect, friendliness and willingness to help wherever needed

2010-06 -
2016-10

Executive Assistant to Managing Director/Operations Manager

Flora Creek /Flora Park Hotel Apartments

- Produced accurate office files, updated spreadsheets and crafted presentations to support executives and boost team productivity.
- Screened calls and emails and initiated actions to respond or direct messages for managers.
- Developed and updated spreadsheets and databases to track, analyze and report on performance and sales data.
- Transcribed minutes of meetings and executed meetings and events for company to support sales, business development and senior management teams.
- Responded to emails and other correspondence to facilitate communication and enhance business processes.
- Handled logistics, catering, agendas and travel arrangements for meeting and event planning for Owner, Managing Director, General Manager
- Managed mail and both incoming and outgoing correspondence, mail, email and faxes.

2007-01 -
2010-06

Personal Assistant to Regional General Manager

Coral Beach Resort - HMM CO. LLC

- Organized and attended meetings, including compiling all related documents and reports.
- Responded to emails and other correspondence to facilitate communication and enhance business processes.
- Produced accurate office files, updated spreadsheets and crafted presentations to support Regional General Manager
- Used coordination and planning skills to achieve results according to schedule.
- Created plans and communicated deadlines to ensure projects were completed on time.
- Performed duties in accordance with all applicable standards, policies and regulatory guidelines to promote safe working environment.
- Collaborated with all departments to achieve 90% on guest satisfaction.
- Actively listened to customers, handled concerns quickly and escalated major issues to supervisor.

Education

1997-06 -
2001-04

Bachelor of Teachers Education : Education

Polytechnic University of The Philippines - Philippines

Certifications

2024-09

Certified Human Resources Professional

Additional Information

With Valid UAE License