

Zaheen Nafis Laljee, Assoc. CIPD

E-Mail: Zaheen.nafis01@gmail.com

Contact: +971 553595981



AIM - To develop and implement HR strategies and initiatives aligned with overall business strategy, manage personnel, and ensure that human resources programs and initiatives are effective, efficient, and aligned to overall business objectives.

AN OVERVIEW – Profile Summary

- ✧ CIPD qualified, innovative, motivated and result-oriented HR professional with over 9 years of experience in the behavioural space.
- ✧ Substantial understanding and success in supporting HR functions for organisations by providing administrative and operational support.

Skills

- ✧ Excellent communication & organizational skills
- ✧ Talent Attraction, Retention & Development
- ✧ HR operations
- ✧ Employee relations
- ✧ Integrity & Honesty
- ✧ Organization & People Development

✧ WORK EXPERIENCE

- **Oct,2018 – Till Date as Manager ,Human Resource with Friends Group of Companies, Dubai (UAE)**
 - ✧ Managing the entire recruitment and selection process
 - ✧ Coordinate post-employment background screenings
 - ✧ Develop effective HR procedures and policies to reflect business aims and focus
 - ✧ Inducting new employees on company policies and procedures
 - ✧ Compensation And Benefits - Managing Employee benefits and Employee relations by addressing demands, grievances, or other issues
 - ✧ Support employees by devising best practice strategies for performance evaluation, wellbeing, training, and development etc.
 - ✧ Performance Management and Goal Setting
 - ✧ Working in cooperation with other departments to facilitate training programs
 - ✧ Facilitating Induction Programs for new joiners
 - ✧ Develop and review job descriptions in line with the requirements of the role
 - ✧ Maintaining management guidelines by preparing, updating, and recommending human resource policies and procedures.
 - ✧ Handling employee relations and issues
 - ✧ Drive and create corporate plans for a variety of HR matters such as compensation, benefits, health and safety etc.
 - ✧ Interact with employees in-order to discuss their grievances/issues and responds to all employee queries while offering solutions in line with the organizational guidelines
 - ✧ Administer and process probationary reviews, employee evaluations and Exit formalities

- ✧ In charge of the HRMS
- ✧ Generate timely and relevant reports on HR and L&D activities for the Management.
- ✧ Oversee and manage a performance appraisal system that drives high performance
- ✧ With the assistance of the CEO and Finance Manager, designing cost-effective, employee-serving benefits.

- **May, 2013 – April 2017 as Senior Officer, Human Resource/ Learning & Development with Union Insurance Company, Dubai (UAE)**

- ✧ Inducting new employees on company policies and procedures
- ✧ Active member of the cultural committee for company events
- ✧ Supporting the AVP in finalizing the annual learning and development needs analysis, developing the annual learning plan and evaluation.
- ✧ Set training calendar in conjunction with the Training and Development head
- ✧ Setting up the entire training department right from the scratch.
- ✧ Schedule modular skill workshops for teams
- ✧ Facilitating Product Training, Soft Skills Training and Induction Programs.
- ✧ Communicate with external training providers to organise learning and development activities for the individual or organisational needs identified
- ✧ Communicate information about learning events in a timely and professional manner to ensure the business is kept up to date about learning and development activities
- ✧ Align and follow the learning and development process standards in the planning, administration, delivery and evaluation of Learning and Development activities
- ✧ Collate and analyse trainer feedback scores on the HRMS
- ✧ In charge of the entire LMS platform
- ✧ Constant feedback to L&D head on internal communication
- ✧ Maintains management guidelines by preparing, updating, and recommending human resource policies and procedures.
- ✧ Generate timely and relevant reports on L&D activities
- ✧ Course Design – Define course objectives, modules & deliverables, defines pre requisites, estimate training time, identification of mode of delivery. Collaborate with business units to develop integrated competency development plans and track implementation.
- ✧ Course Development and Maintenance – Updating or formation of new courses, improvement of courses on the basis of feedback in order to meet the course design objectives.
- ✧ Feedback & Analysis – Enhance the course delivery based on the feedback received in order to improve effectiveness.

- **Jan, 2012 – April 2013 as Member – Professional Skills Development, Education & Research, Infosys Limited, Hyderabad**

- ✧ Need Identification – Analyze and identify needs of a given project
- ✧ Course Design – Define course objectives, modules & deliverables, defines pre requisites, estimate training time, identification of mode of delivery. Collaborate with business units to develop integrated competency development plans and track implementation.
- ✧ Course Development and Maintenance – Updating or formation of new courses, improvement of courses on the basis of feedback in order to meet the course design objectives.
- ✧ Faculty development – Planning and conducting “Train the Trainer program (TTT)” for the courses in order to ensure support and training for faculty development.

- ⇒ Course Delivery – Planning and conducting activities to facilitate learning, deliver classroom sessions and hands on session. Conducting behavioral training interventions like Articulation Skills, Leading Teams, Email Etiquette, Emotional Intelligence, Time Management, Virtual Teams, Problem solving Skills, Milestone Programs, Success series, Assertiveness skills across job levels and across Infosys locations in India.
- ⇒ Feedback & Analysis – Enhance the course delivery based on the feedback received in order to improve effectiveness.

Certifications:

- ⇒ Online certification for Change Management, Time Management and Difficult Interactions by Harward Mentor Management.
- ⇒ Transactional Analysis – 101
- ⇒ Franklin Covey's 4 Disciplines of Execution (Gold Level Manager Certification)
- ⇒ Certified Mind Map Practitioner – Think Buzan
- ⇒ 2010 advanced Excel
- ⇒ REBT- Rational Emotive Behavior Therapy (basic and advance).

EDUCATION

- ⇒ CIPD (Chartered Institute of Personnel Development, United Kingdom) Diploma in Learning and Development.
- ⇒ July 2008 – May 2009 – Part- time Post Graduate Diploma in Human Resource Management from K.C. College, Mumbai (finals- 79 %)
- ⇒ June 2006 – June 2008: Masters in Arts (M.A) Specialization: Counseling Psychology from SNTD College, Mumbai (semester 1 – grade A, semester 2 – grade B)
- ⇒ June 2003- April 2006: Bachelor in Arts (B.A) specialized in Psychology from K.C. College, Mumbai (final year 64%)
- ⇒ June 2002 - June 2003: SYBA (Arts-Psychology) from K.C. College, Mumbai (1st Class)
- ⇒ June 2000 - June 2001: SSC from Mary Immaculate Girls High School, Mumbai (1st Class)

PERSONAL DETAILS

Date of Birth : 16th November 1984

Languages Known : English, Hindi, & Marathi

References (Contact numbers available on Request)

- Dr. Wasay – Assistant Manager, Union Insurance
- Daniel Carter – Assistant Vice president, Union Insurance
- Elroy Mascarenhas, Admin Manager, Union Insurance