

Jalal Khezam

Date of Birth: 20.06.1982, **Marital Status:** Married, **Nationality:** Syrian

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CAREER OBJECTIVES:

Looking forward for a challenging career in the area where I can leverage my competencies and grow along with my team and the organization. Looking for a mutually beneficial career where my professional knowledge, skill and experience can be shared and enriched and can efficiently and effectively contribute towards the organization's endeavors and the attainment of its objectives.

WORK EXPERIENCES:

Human Resources Manager

Nammos Dubai Restaurant by Marque Facility Management Services LLC, Dubai, UAE

Sep, 2021 – Present

- Oversaw a human resources department of 5 team members and their various functions.
- Effectively liaised between senior management and employees to maintain and improve company- employee relations.
- Researched, recruited, staffed, on boarded, and trained new company hires according to the needs of department managers and company budget.
- Ensured compliance of company directives, regulatory concerns, and health and safety protocols.
- Administered payroll, company benefits packages, corporate events, and teambuilding meetings.
- Monitors employee infractions and disciplinary actions.

Assistant Group HR Manager

MAZ Investment (Group of Companies), Dubai, UAE

July, 2017 – Oct, 2020

- Taking care of all recruiting needs - this includes developing and updating job descriptions/ requirements, preparing job posts, shortlisting, interviewing and selecting candidates, 6-month probationary reviews and annual appraisals are conducted on time and actions followed up.
- Coordination with the hiring business units regarding their Manpower requirement of every year.
- Oversee recruitment and selection for the property, including internal hiring and succession planning.
- Controlling the manpower budget of all the Business Units.
- Issuing Offers & Contracts.
- Implement and conduct training programs and induction plan for all new and current employees.
- Creating and maintaining the internal HR forms.
- Manage ERP in all aspects & coordinate with IT, Ensuring all the information are up-to-date and all the summary reports are accurate.
- Ensuring all employees are under company insurance policy and having valid bank accounts.
- Responsible for all staff leaves i.e. sick, annual leaves etc. and ensuring the data is entered in the system.
- Responsible for end-of-service formalities and calculation in case of resignation/ termination
- Preparing staff exit clearance form. Preparing staff exit interview form.
- Administering and initializing the payroll activities and maintaining employee records.
- Implement and develop policies regarding work conditions, performance management, disciplinary procedures, and absence and vacation management.
- Coordinates with the Government Relation Department for visas and business unit trade license renewing.
- Staying up-to-date, interpreting and advising on UAE Labour law.
- Organize staff events such as annual functions, team-building activities, birthdays etc.

- Weekly payroll processing for the company, through the time attendance system
- Daily monitoring of hours worked
- To assist in creation and implementation of engagement strategy for the company.
- Maintain employee compliance standards for the company, including employee files, HR records and documentations.
- Being first point of contact for the employees, ensuring that our team members receive positive employee experience.

Assistant HR Manager

Lotus Hospitality, Dubai, UAE

July, 2014 – June, 2017

- Recruiting and staffing logistics.
- Performance management and improvement tracking systems;
- Employee orientation, development, and training logistics and recordkeeping;
- Assisting with employee relations;
- Company-wide committee facilitation and participation;
- Company employee communication;
- Compensation and benefits administration and recordkeeping;
- Employee safety, welfare, wellness, and health reporting.
- Employee services;
- Maintaining employee files and the HR filing system;
- Assisting with the day-to-day efficient operation of the HR office.

HR Officer (Gulf Region - UAE, Kuwait, Qatar & Bahrain)

Al Marai Emirates Company LLC., Dubai, UAE

November, 2012 – June, 2014

Provide leadership and coordination of company Human Resource functions. Develop and implement Corporate Human Resource strategy and programs, responsible for HR, PR and administration for the entire organization including.

A) Formulation of HR & IR strategy aligned to business

B) Ensuring the organization structure is aligned and suitably staffed

C) Designing and implementation of new and/or existing HR policies and systems aimed at attracting, motivating and retaining talent

D) Controlling HR costs to derive maximum benefit

Additional Responsibility

- Provides back up office support to the recruitment team
- Maintains a database of the accurate employee headcount
- Monitors employee infractions and disciplinary actions
- Proactively supports all employee engagement activities
- Keeps track of all employees contracts, promotions, and transfer
- Establish and maintain appropriate systems for measuring aspects of HR development
- Issue various certificates as per the terms & conditions of employment
- Advises managers on organizational policy matters and HR procedures
- Allocate human resources, ensuring appropriate matches between personnel & job requirement

HR Officer

Gloria Hotels Apartment, Dubai, UAE

April, 2009 – June, 2012

- Maintain employee records

- Handle recruitment, placement and coaching
- Maintain the recruitment plan and constantly search for innovative methods
- Conduct induction sessions and amend induction materials where applicable
- Write job descriptions and maintain organization structures
- Prepare all HR reports for perusal of top management
- Conduct and performance evaluation
- Manage employee compensation and benefits
- Perform job evaluation

HR Coordinator

Villa Rotana Apartment, Dubai, UAE

March, 2008 – March, 2009

- Maintains files and other information under strict confidential maintain the file and handle telephone
- Calls as per the standard, take messages, and prioritize where necessary
- Well acknowledge of processing the documents with the government
- Available for the team work at all levels to advise and assist with problems or queries
- Promote and maintain good public relations and endeavors to maximize business

Visa Officer

Villa Rotana Apartment, Dubai, UAE

Feb, 2007 – Feb, 2008

- Organize visa request for hotel guest and the employees as per hotel policy and up selling whenever an opportunity is identified
- Be thorough with the application of visa procedure
- Reviews all incoming mails and prioritize it before forwarding to the direct manager
- Establish and, maintain various filing / records/database of business contacts
- Trace pending items and follow up as appropriate
- Prepare, assemble and distribute various reports and documents
- Ensure all outgoing correspondence is typed, proof read and dispatched to the highest possible standard
- Coordinate daily communication and briefing between the manager, concerned companies, etc
- Ensures all correspondence is filed in a methodical systematic basis
- Reporting my direct manager monthly with organized mails and report

Front Office Receptionist

Rimal Rotana Apartment, Dubai, UAE

Jan, 2006 – Jan, 2007

- Meet and welcoming guests upon their arrival and process the registration procedures
- Allocate rooms and issue the key card
- Escort guest to his apartment and explain to him about our available services in our hotel.
- Provide special attention for VIP guest and arrange for him extra amenities in his apartment.
- Answer telephone calls and get the message and handling with the guest's request.
- Deal with the guest complains and find a solution to make him glad and in case of disability, I refer his dissatisfaction to the manager on duty to handle with him.
- Maintain a record of guest comments.
- Make a show round for the guest and explain to him about our facilities and the equipment provided in the hotel.
- Make a reservation for the guest in the system and update all the profiles after Check in.
- Special arrangement if we have a big group coming from another country and how to maintain with them

Front Office, Night Auditor

Rihab Rotana Apartment, Dubai, UAE

Dec, 2004 - Dec, 2005

- Review and verify night auditor's logbook

- Daily revenue report and daily food & Beverage report with supporting vouchers and trial balance
- Review and control any revenue deductions and ensure the approvals
- Review and control the house keeping discrepancy report and take action for any discrepancy
- Control telephone revenue and house calls
- Distribute daily report in order after obtaining director of finance/financial controller's approval
- Review rate variance report in order to ensure the correct rate is applied
- Review the city ledger and credit card transfers of the day and pass the same to the accounts receivable
- Audit the daily cash summary and update general cashier's report
- Review overages and shortages of cashiers and take appropriate action and review front office foreign exchange rate as and when required
- Conduct float counting of all house fund holders on a weekly basis and prepare a monthly float count summary

Front Office Guest Services Agent

Rihab Rotana Apartment, Dubai, UAE

Nov, 2003 – Dec, 2004

- Welcoming the guest with warm greetings
- Up selling
- Anticipating guest needs and satisfaction assisting the customers for the needs
- Conducting guest show around of the hotel
- Escorting VIP guest upon check in
- Guest check in and check outs
- Show around and hotel excursions
- Handling complains and taking total responsibilities of the operation in my respective areas.

Security

Rihab Rotana Apartment, Dubai, UAE

June, 2002 – Oct, 2003

- Security shift leader & CCTV operator

Training & Courses

- Firefighting, first aid and using of fire extinguisher,
- Employment Contracts and UAE Labor Law by: (First Select Training Middle East FZ LLC)
- Managing Business By KPI'S (Key Performance Indicator) by: (Game plan Company)
- Supervisory Development Program Basic (NEBS) (Faculty: Cedar Associates UK)
- Problem Solving & Decision Making (Faculty: Solomon Consultants)

EDUCATIONAL BACKGROUND:

Secondary School Certificate

TERTIARY

Commercial and Business Administrator: Sudan university (Lebanon), (Undergrad).

SKILLS and COMPETENCIES:

- Microsoft Outlook, Excel, Power point, Word.
- Dynamic, charismatic and enthusiastic personality
- Have problem solving skills
- Be able to work as part of a team
- Pro-active, Resourceful and Self-motivated
- Good organizational skills and an eye for details and quality
- Computer literate
- Ability to influence others to achieve results
- Strong interpersonal skills to form effective working relationships with people at all levels
- Valid UAE Driving License.

Language Skills:

- Arabic : Fluent
- English : Good