

# Shadi Masoud

## HR & Administration Management Professional

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### Executive Summary

Qualified HR and Administration Management Professional offering 20+ years of work experience within large size organizations. Possess expertise in whole gamut of HR functions including Recruitment, Employee Relations, Training-Development, Performance-Reward Management, Benefit & Compensation, Succession Planning, HR Practice, Policies Formulation, Implementation, People Management, and General Administration. Have career track record in setting and achieving deliverables as well as milestones in corporate environment with passion in dealing with diverse people at a challenging work environment. Holds excellent leadership, financial, analytical, problem solving, organization, coordination, monitoring, time management, communication and interpersonal skills.

#### Strengths

- + Extensive experience in UAE market (20+yrs)
- + HR Policies, Procedures-Change Initiatives
- + Camp Management & Welfare Management
- + Authority Compliances for MOL, DNRD, DM etc.
- + Expertise in HR & Administration Management
- + HR Strategy Planning & Implementation
- + Implementation of Performance Management
- + Expertise in UAE Labor Laws

### Qualifications

<b>B.Sc. (Bachelor of Science)</b>	Amman University, Jordan	<b>2000</b>
<b>CHRP. (Certified Human Resources Practitioner – UK)</b>	American Certification Institute	<b>2014</b>
<b>CPM (in Human Resource)</b>	Islamabad, Pakistan	<b>2007</b>

### Career Snapshot

<b>HR &amp; Admin Manager</b>	<b>Delta Al Emarate Building Contracting L.L.C, U.A.E</b>	<b>Dec 2011 – Present</b>
<b>HR &amp; Admin Manager</b>	<b>Royal International Construction, Abu Dhabi, UAE</b>	<b>Oct 2008 – Dec 2011</b>
<b>HR &amp; Admin Manager</b>	<b>Al Hamed Development &amp; Construction Abu Dhabi</b>	<b>Dec 2001 – Oct 2008</b>
<b>Administration Manager</b>	<b>Al Hamed Development &amp; Construction Abu Dhabi</b>	<b>Feb 2006 – Oct 2008</b>
<b>Personal Manager</b>	<b>Al Hamed Development &amp; Construction Abu Dhabi</b>	<b>June 2004 – Feb 2006</b>
<b>Sr. Personal Officer</b>	<b>Al Hamed Development &amp; Construction Abu Dhabi</b>	<b>Dec 2001 – June 2004</b>

### Career Highlights

- ✓ Successfully handled more than 7 direct staff reporting to me in the present and previous companies.
- ✓ Recruited high level management positions including but not limited to Operations Director, Projects Director, Project Managers and Department heads for Construction and other business units.
- ✓ Successfully insured all the company projects (CAR & WC) and reduce the cost to company.
- ✓ Successfully implemented Performance Appraisal Process for more than 300 staff & 3000 workmen in Construction industry
- ✓ Managed effectively International recruitment drives in GCC, India and hired both Blue and white collar employees.
- ✓ Performed vital role in obtaining ISO:9001-2015 (QMS), ISO:14001-2015(EMS), ISO:45001-2018(OHSMS) Certifications for the present employer (Delta Al Emarate Contracting)
- ✓ Eliminated agency recruitment for technical professionals and used Job Portals, social media and referral to decrease agency use to 10% resulting in reduce recruitment expenditure.
- ✓ Achieved Zero penalty (fine) for the company from the Immigration consistently for 5 years.
- ✓ Developed the HR Manual and implemented ERP Payroll System operations for the organization
- ✓ Improved work culture and retained Staff through various welfare activities and involvements.

## Areas of Expertise ■■

### Human Resource Management

- **Strategy Planning:** Assisting business leaders in strategic review meetings spearheading the implementation and standardization of cost effective HR processes, systems & metrics to support HR operations and services goals aligned with organizational vision & mission driven by the corporate HR
- **Manpower Forecasting:** Review the current manpower and forecast the future demand in close coordination with Business heads and devise the recruitment plan for all the projects.
- **Talent Acquisition:** Skilled in acquiring talents for management positions by sourcing profiles through various channels (portal, agency, head hunting etc.) on the basis of technical competencies and scheduling & conducting interviews with business heads, negotiating compensations and closing the hiring process.
- **Performance Management System:** Entrusted with the responsibility of Managing entire PMS cycle (objectives setting / mid – Annual Appraisal) and facilitating SMART goals / feedback workshops  
Designing 360 degree appraisals for the Senior Management and shared the outcome with Top Management and the individual for further development and training.
- **Compensation & Benefits:** Review the compensation structure of the organization to create internal equity for the same level of jobs, established compensation policies and system.
- **Organization Restructuring:** Structure the organization depending on the needs of the business from time to time. Restructuring the Organisation & downsizing in line with the changed business scenario to optimize costs.
- **Employee Relation & Retention:** Developed and implemented employee welfare activities, employee engagements and team buildings to enhance their commitment in both emotional and intellectual way, and Identifying & Developing High Potential employees to build bench strength for succession

### Administration Management

- Expertise in managing daily office work and handling administrative and personnel issues.
- Responsible for Biometric Attendance system implementation monitor in compliance with procedure, Assume full responsibility of business communication and interaction with a spectrum of clients, suppliers and vendors. Oversee business administration to ensure smooth running of company.
- Solve business difficulties and consult with department managers for the betterment of the company.
- Visa Management and administration in compliance with the MOL category and quota requirement.
- Management of RTA, DEWA, and Dubai Municipality & DDA & Trakhees (Portal Accounts) for various authority compliances for obtaining building permits to employee accreditations.
- Improve turn-around times by providing suggestions for signification of procedures and controls.

## Proven Job Role ■■

### HR & Administration Manager - Delta Al Emarate Building Contracting L.L.C

Started HR department from unorganized to organized and fully accountable to the Human Resources & Administration Department for planning, organizing and providing high standard of policies / procedures & system, recruiting of quality staff for company and streamlining existing departments to improve overall productivity of organization and employees.

- Handled 7 HR Staff under me reporting directly assigned for key HR areas like Recruitment, Payroll Process, Visa Management, Insurances and PRO work to meet business requirements in an efficient and effective way in coordination with line and other department managers.
- Planed recruitment activity to meet business requirements in an efficient and effective way in coordination with line and senior managers
- Introduced, reviewed and implemented human resources goals, policies and procedures, employee manual, performance management system, compensation & benefit structure, grading system, training & development programs.
- Ensured the right insurances for the employees as well as all the existing Projects (CAR, CPM, workman's compensation etc.)
- Functioned in Performance Management System (PMS) and effective implementation of appraisal process.
- Prepared & managed job description and maintained strong relationships with the business management team and participated in business planning, and worked closely with managers evaluating recruitment requirements.
- Implemented annually updates on compensation program, rewrites job descriptions as necessary, conducts annual salary surveys and develops merit pool (salary budget).
- Initiated Employee welfare activities as a measure to improve inter personal relations, handled misconducts, disciplinary actions, conducted exit interviews.
- Liaison with ministry of labour for visa matters, RTA, DEWA, Dubai Municipality & Trakhees, DCCA authorities, compliances with civil defense, Labour camp management as a legal requirement for the company's projects.

### HR & Admin Manager, “Royal International Construction”

- handedly 200 staff and 1500 workers; affording HR with knowledge on the domains of recruitment, performance management, succession planning, professional & organization development, employee relations, rewards and recognition.
- Conducted Mass interviews to hire high volume of Blue and white color workers.
- Recruited skilled staffs from different countries for the company's existing Projects.
- Effectively deployed the recruited manpower from Tri country nation which needs to prepare / submit various legal document to respective embassies
- Conducting interviews and recruiting more than 300 employees in 2 months; supervising Manpower planning of all allocated projects.
- Championed performance management system of the company in coordination with company's vision and values to determine high potential employees.
- Collaborating with management, assisting, developing, recommending and executing policies/procedures, HR Plans and strategies and provided advice on the implications on business.
- Carrying out market related salary benchmarking survey to ensure competitive positioning and suggesting management for compensation & benefits review.
- Performing timely roll out of annual assessment. Recommending rewards and recognition accordingly.
- Handling employee separation, resignation, termination or abandonment of service. Likewise, liable for employee's grievances on benefits related issues.
- Streamlining insurance policies across organization concerning stock, premises, transit, money and other assets.
- Drafted circulars and memos on HR; maintained personnel records and updated same on regular basis
- Supervised labour camps, electricity supply, transportation concerns, medical, first aid and safety measures

### HR & Admin Manager (Payroll) – “Al Hamed Development & Construction”

- Supervised / Processed company Payroll of 8000 employees (7500 workers and 500 staff) effectively on monthly basis and achieved 0% error target assigned by the management.
- Direct incharge & supervision of HR Department, PRO section, Welfare Department including Camp Management
- Trained & Handled Jr. payroll Officers (10 no's) effectively by motivating them to get the acquired payroll data to process the monthly payroll.
- Verified and Controlled the Leave and EOSB Management (End of service benefits) for 5000 employees
- Handled Resignation and Termination cases and mobilized them by booking the return ticket and ensure to exit before the visa cancellation deadline to avoid penalties.
- Supervised and Verified all the timesheets on monthly basis which includes Overtime calculation and incentive eligibility (if any) for 5000+ workers on monthly basis.
- Achieved the planned objective during completion stage of the project within the target period of one month. this required the settlement of the end of service benefits for 2000 employees (Blue collar) & their demobilization within the target month
- Implemented the biometric punching system in the entire organization and ensure to utilize the facility across the project sites.
- Monitored effectively the attendance system of the employees and generated the Leave, adjustments, addition and deductions during monthly payroll process.
- Compared the Salary Surveys data received from external recruitment agencies and benchmark the salary within the organization (Internal equity with external data)

**Personal Manager** Al Hamed Development & Construction - June 2004 – Feb 2006

**Sr. Personal Officer** Al Hamed Development & Construction - Dec 2001 – June 2004

### Trainings ■■

- **Certified Human Resources Practitioner (CHRP)** by American Certification Institute
- **Certified in CPM (Human resources)** – Islamabad
- **Various Seminars on Managerial Strategies, Organization behavior, Business communications.**

### Personal Details ■■

Nationality	: Jordanian (Native Arabic Speaker)
Date of Birth	: 1977
Marital Status	: Married (with 3 Children)
Visa Status	: Employment Visa
Languages	: Arabic, English, (To Speak, read & write)