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Personal Profile:

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PROFILE

A multi-skilled professional with good all-round HR department skills. Very capable with an ability to deal with almost all the aspects of Human resources Experienced in providing timely and up to date HR advice to both managers and employees whilst at the same time making sure both the employee and employers interests are best represented. Seeking a position in dynamic and well reputed organization which offer good opportunities and challenging duties.

PROFESSIONAL EXPERIENCE:

Bedoon Essm Trading Company

Position: Human Resource Specialist From: Nov 2020 - Present

Job Role:

- Create, implement, and evaluate all human resource department policies, procedures, and structures.
- Manage health and life insurance programs.
- Design and implement effective training and development plans.
- Perform quarterly and annual employee performance reviews.
- Identify the company's hiring needs and manage the recruitment process to ensure it runs smoothly.
- Respond to employees' queries and resolve issues in a timely and professional manner.
- Retains historical human resource records by designing a filing and retrieval system and keeping past and current records.
- Manage and operate the rules in company.
- Control and manage application of licensing to government.
- Issuance and renewal of Iqama
- Knowledge use all government website.
- Ability to communicate with government

Company: Global Vision Saudi Co., Ltd.

Position: Human Resource Specialist From: Jna 2019 – Feb 2020

Job Role:

- Managed The Payroll, vacation pay, EOS.
- Managed Govt. related works like Iqama renewal, exit re-entry visa, family visa, work visa, license renewal etc.
- Following up all manpower& recruitment plans and activities.
- Posting and/or advertising position vacancies, collects and schedule interviews as per the management directives.
- Drafting HR & Admin decisions, letters and presentations in Arabic/English (for all internal/external needs)
- Amendment, commercial register change activities.
- Preparation the visit visa.

Company: Alkhaleej for Training - Smart Link Company.

Position: Customer service From: Jun 2018 – Nov 2019

Job Role:

- Manage large amounts of incoming phone calls
- Generate sales leads
- Identify and assess customers' needs to achieve satisfaction
- Build sustainable relationships and trust with customer accounts through open and interactive communication
- Provide accurate, valid and complete information by using the right methods/tools
- Meet personal/customer service team sales targets and call handling quotas
- Handle customer complaints, provide appropriate solutions and alternatives within the time limits; follow up to ensure resolution
- Keep records of customer interactions, process customer accounts and file documents
- Follow communication procedures, guidelines and policies
- Take the extra mile to engage customers

Company: Sraco Company

Position: Executive Secretary From: May 2015 to Oct 2017

Job Role:

- Support and assistance to the Executive Director and/or other assigned leadership staff.
- Implementation of clerical and administrative tasks including drafting letters, memos, invoices, reports, and other documents for senior staff.
- Arranges travel and accommodations for executives.
- Schedules and attends meetings on behalf of executives, taking notes and recording minutes.
- Receives incoming communication or memos on behalf of senior staff, reviews contents, determines importance, and summarizes and/or distributes contents to appropriate staff.
- Implementation of office tasks including maintaining records, ordering supplies, and performing basic bookkeeping.
- Implementation of additional duties as assigned by executives.
- Implementation of other related duties as assigned.

Education and Training

- Diploma in Public Relations and Media
- Training Human Resource Management.
- Training Working in Hazardous Environment.
- Training Basic First Aid.
- Course English language.
- Course ISO 9001 Awareness.

SKILLS & COMPETENCIES

- Able to deal with highly confidential matters professionally and discreetly.
- Good communication & Organization skills.
- Good knowledge of Labor Law in KSA.
- MS Office (Word, Excel, Access, Outlook).