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- Certified as an AMEA IHG Recruiter. • Leading Others Programme by IHG.
- CIPD Level 5 Certificate In HR Management from ICS Learn
.....On learning Process



Career Objective

To progress my career within reputable organization where I can contribute the best of my skills and efforts for the growth of the organization in return of that I get support, development, and inspiration to succeed, enriches my overall working experience by providing the opportunity to work with great team of people and gives me a room to be myself.

Expertise

Talent Identification | Learning and Development | Market Survey for Staff Welfare | CTC Computation | Recognize Potential Talents | Negotiation | Social Media Knowledge | Business Correspondence | Change Management | Immigration and PRO related tasks.

Profile Overview

- A result oriented professional with over 9 years of work experience in Human Resources Personnel, Recruitment & Retention, Performance Management, Employee Benefits and Engagement, Payroll Management, Learning & Development.
- Excellent communication, interpersonal, relationship management and problem-solving skills.
- Excellent ability to address shape-up & implement plans for talent acquisitions, retention, and employee relations.

Core Competencies

Recruitment, Re-sourcing & Training Coordination;

- Involved in the complete recruitment cycle for sourcing the best talent from diverse sources after identification of manpower requirements.
- Coordinate with other departments on recruitment needs and identify whether there are suitable internal available resources to fill vacant positions to facilitate a culture of internal transfers.
- Manages the eCareers, Catererglobal website for all vacancies. Ensures all job positing and correspondences are done in consistency to the standards set by IHG and approved by the hotel.
- Manages Sourcing candidates throw more the 40 Agencies and all the other advertisements websites like LinkedIn, Facebook, indeed, myopportunity..... etc.
- Maintains accurate records of recruitment sources, database, Trackers.
- Ensures that the application, screening, interview and selection process for all candidates is carried out in accordance with hotel policies and procedures and government legal requirements.
- Hiring, preparing Offer Letters & Contracts of Employment and ensuring that the new starter documentation completes before joining.
- Follow-up with all candidates for documentations until they arrive to the country.
- Assist the Learning and development manager in analyzing the training needs of the departments, and to develop strategies on corresponding areas.
- Employees Orientation – Onboarding - To ensure all new joiners are having a great start
- Develop training aids such as manuals and handbooks.
- Track and report on training outcomes.
- Manage & monitor the e-learning platforms such as IHG frontline, Harvard manage-mentor, learning management system.
- Handle logistics for training activities including venues and equipment.
- Responsible for delivery of training to employees on a regular basis – e.g induction training; quality training; training on effective recruitment and performance management.
- Assist Learning and development manager in preparing the monthly training calendar, reports and communicate to management team.
- Work with the L&D Manager in the preparation and management of the training department's budget.

Experience

January 2019 – present

EGEC Qatar for Engineering Consultation

Assistant HR Manager In-Charge



- Initiate and lead human resource programs and projects.
- Oversees and manages the work of reporting Human Resources staff. Encourages the ongoing development.
- Develops and monitors an annual budget that includes Human Resources services, employee recognition, various events, company rewards and recognition, and benefits administration.
- Conducts a continuing study of all Human Resources policies, programs, and practices to keep management informed of new developments.
- Conduct investigations and research into reclassification and classification.
- Performing HR-related duties on a professional level and works closely with the top management in supporting designated geographic regions.
- Carries out responsibilities in the following functional areas: Recruitment/employment benefits, administration, employee relations, training, performance management, onboarding, policy implementation, affirmative action and employment law compliance. is responsible to implement a variety of human resource functions & programs in the organization.
- Ensure that the day-to-day management of HR operations will be running smoothly and effectively to deliver maximum value to the organization as a whole.
- Responsible for the overall talent acquisition and recruitment processes.
- Organize and manage new employee orientation, on-boarding, Induction and training programs.
- Prepare salary data on a monthly basis for accounts to process the salary.
- Taking care of the Performance Management system right from designing Job descriptions to setting KPI's.
- Conducting various Employee engagement activities.

March 2018 – December 2018

InterContinental Doha the City - Qatar

Assistant HR & Training Manager



- Assist Director of HR in ensuring the core company value of hotel and department business objectives are met through supporting and influencing department heads.
- Participate in Talent Management processes and programs mainly Succession Planning, Career Development and Top Talent intervention, in line with the overall company's people vision and talent management strategy.
- Establish and lead team of 6 members, managing overall HR functions through effective planning to achieve quality and satisfaction of our internal and external customers.
- Supervise overall function of HRMS and leading the team with all administrative duties related to Human Resources. Educate leaders and employees regarding benefits and ensure accurate administration.
- Established and implemented overall HR policies & procedures and ensuring they are adhered to Labor law.
- Ensures the Leadership Performance Process used by all leaders. Effectively manage Annual performance reviews (APR) and ensure Personal Development Plans (PDP) are agreed, reviewed and submitted on time.
- Collaborating with Finance in relation to payroll & benefits and all operational costs.
- Responsible for preparing weekly & monthly and quarterly HR Statistics report and timely submission to corporate office & owning company and DOHR.
- Execute overall employee relations activities. Plan and organize employee engagement survey.
- Manage overall End of service process (exit interview, Final settlements, relocations, visa cancellations).
- Presenting of on boarding programs for new joiners and Human Resources related presentations for leaders & employees.
- Develop, deliver, and evaluate training programs/applications, curricula and corresponding materials and programs for all levels of hotel employees including line staff, supervisors and managers. Consult with key department contacts to identify performance gaps and training issues, which impact individual and group performance.
- Facilitate and ensure compliance of hotel and corporate key training programs including but not limited to Employee Orientation, Harassment Free Workplace Training, ADA, Management 101, Craft Training Certificate, Performance Management, safety related training, career development training, guest satisfaction training, language training and employee morale programs.

- Assess training programs to determine effectiveness, need for enhancements, or elimination of programs, actively pursue alternative training vehicles/methods, and interactive training technologies; determine training effectiveness; and recommend necessary enhancements; keep abreast of training trends in the industry through conferences, periodicals, and associations.
- Responsible for the scheduling of appropriate registration systems for all hotel training classes, to include the posting of all class information, creating program agendas, and communication to all internal audiences. Review and approve all confirmation packet materials and other communications as they relate to the above classes.
- Assess and coach department trainers on content and delivery of all hotel training programs. May cross train and certify trainers to facilitate training programs.
- Develop training programs/applications, curricula, assessment tools and corresponding materials (includes lesson plans, participant materials, job aids, user manuals, etc.) for the hotel's end users. Ensure that all course curricula and educational materials are current and of acceptable quality.
- Collaborate with the Regional Training Manager in consulting with key department contacts to identify training needs and design programs and tools that support performance initiatives and strategic objectives. Prepare monthly training progress reports and communicate to management team members the previous month's accomplishments and next month's training objectives.

September 2015 – March 2018

InterContinental Doha the City - Qatar

Talent Resourcing & Training Coordinator



Deliver full life-cycle recruiting, source, screen and prepare candidates for interviews with hiring managers. Conduct final interviews and offer job candidates compensation packages. Ensure positive candidate experiences from the initial application to the final on-boarding process. Maintain awareness of competitor practices, industry trends and recruitment standards.

Identify training needs and work closely with LND Manager mapping out learning and development plans for individuals, teams, and organization. Put together training curriculum and facilitate training sessions. Analyze training progress and suggest additional training modules, as needed. Make sure colleagues continuously learn new skills.

March 2014 – till September 2015

InterContinental Doha the City - Qatar

Human Resources Specialist

Oversee and administers the day to day activities of the office. Assisting the Gov relations manager in his day - to-day process, and in maintain the files.

Day to day office administration.

Maintaining all reports, files and data for Human resource operations.

Issues related to employee grievance, management, working conditions, cafeteria, house inventory, leaves and holidays. All reports generation including HR-MIS, Critical Vacancies, Attrition, etc.

March 2013 – till February 2014

Mövenpick Resort & Spa El Gouna - Egypt

Human Resources Supervisor



Employment application intake

Prepares contracts of employment and authorizations to payroll

Responsible for all necessary procedures concerning new employment: uniform issue records, nametag issue record, first medical examination, etc.

Completes statistics required by the Labor Office, Insurance Office and Health Office

Assists employees with personnel information and interpretation of personnel policies and procedure

Responsible for the social and health insurance procedures

Maintains computer employee data information

Establishes various reports and documents to provide current personnel information, such as Hiring and Termination report, Sick Leave report, Misconduct report, Summer Trainees report

Proceeds employee separation

Responsible for personnel files maintenance and all employee filing on a daily basis

Handles reservation for staff transportation

Handles work permits for foreign staff

Carry out any investigations assigned by the Human Resources Director

May 2010 – till March 2013

Mövenpick Resort & Spa El Gouna - Egypt

Human Resources Clerk



Support and maintain employee records. Assistants typically aid with the daily administrative operations of the human resource department and interact with employees, management and other business associates. Knowledge of company and legal employment policies, office procedures and employees standards.

Education

Bachelor of Commerce

- Ain Shams University in Cairo, 2009.



Training & Certificates

- Certified as an AMEA IHG Recruiter.
- CIPD Level 5 Certificate In HR Management from ICS Learn from UK.....On learning Process
- Leading Others Programme by IHG for 6 Months
- Completed the Harvard ManageMentor in **COACHING, Hiring, TIME MANAGEMENT, WRITING SKILLS, Goal Setting, Data Privacy, Handling Credit Cards Securely, Introduction to Information Security..atc**
- Attending Craft Training Certificate CTC workshop.
- Attending IHG BRILLIANT CONVERSATION MOOC workshop.

Language Skills

- Mother language: "Arabic".
- Very Good Spoken, Written and reading "English".



Computer Skills

Operating Systems

- MS Windows, NT Windows, and MS Office with Advanced Skills on Excel "Creating Projects using excel".
- Gmail, tracking sheets, , Outlook, OneDrive, Office 365.

Graphics Applications

- Infinity, photo shop, Adobe Illustrator and smart draw.

Back office Applications

- Hits.NAS – HR & payroll application.
- Oasys .Edocs – HR & Payroll application.
- Deltek – HR & Payroll Application.
- Material Control MC – Purchasing Orders application.
- FBM – Purchasing Orders application.
- QEMS – Engineering Maintenance Orders application.
- Design forums and database Orcal.
- Taleo – HR & Recruitment application.



Personal Dossier

Nationality: Egyptian

Marital Status: Married

Date of Birth: Dec 12th 1986

References

Shall be furnished upon request