

Mohanad Elsiddig Idris Elhadi

Location Abu Dhabi , United Arab

Emirates Contact #: +971505682625

E-mail: mohanadelsddige@gmail.com

LinkedIn: <https://www.linkedin.com/in/mohanad-elhadi-b8280011a/>

SUMMARY

Accomplished HR professional with 14+ years of experience driving positive employee relations, streamlining processes, and fostering inclusive work environments. Proven expertise in the entire HR lifecycle, from strategic planning and talent acquisition to payroll and performance management. Strong leadership and communication skills, building trust and collaboration across all levels. Passionate about contributing to organizational success through engaged and empowered employees. Seeking an HR Manager role to leverage my skills and expertise to elevate your company culture and drive strategic goals.

CORE COMPETENCIES

Strategic HR: Developed and implemented impactful HR policies and procedures, enhancing efficiency, compliance, and employee satisfaction (increased retention by 10%).

Talent Acquisition: Utilized diverse recruitment strategies and implemented an online onboarding system, reducing time-to-hire by 20% and boosting new hire satisfaction by 15%.

Employee Relations: Built strong relationships and proactively resolved employee concerns (95% resolution rate within 24 hours), fostering a positive and productive work environment.

Performance Management: Conducted effective performance evaluations, identified strengths and development opportunities, and implemented training programs to drive employee growth.

Leadership & Communication: Cultivated a collaborative and inclusive work environment through effective communication and team building, strengthening employee engagement.

Tech Proficiency: Proficient in MS Office Suite, HRIS systems, and various programming languages (VB6, HTML, JAVA).

Career History

Abu Elsiddig Car Services (Oct 2018 – April 2023) Operation Manager

- Developed and implemented strategic plans to optimize workshop operations, improve efficiency, and increase profitability.
- Oversaw day-to-day operations, including staffing, scheduling, inventory management, and facilities maintenance.
- Recruited, trained, and managed a team of technicians, mechanics, and administrative staff.
- Provided leadership and direction to ensure team members were motivated, engaged, and aligned with organizational goals.
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- Identified inefficiencies in workflow processes and implemented solutions to streamline operations and reduce costs.
- Implemented performance metrics and KPIs to monitor progress and drive continuous improvement efforts.
- Implemented customer service initiatives to enhance satisfaction levels and increase repeat business.
- Handled customer inquiries, complaints, and feedback with professionalism and a focus on problem resolution.

Sudanese Iron and Steel Company (Jan 2015 – July 2018) HR Manager

- HR Management: Optimized payroll processes for 100+ employees, exceeding accuracy and compliance standards. Streamlined employee record management, automating tasks and ensuring data integrity.
- Recruitment & Onboarding: Designed and launched online onboarding system, increasing efficiency and new hire satisfaction by 15%. Developed diverse talent acquisition strategies, resulting in a 20% reduction in time-to-hire.
- Employee Relations: Maintained a 95% resolution rate for employee concerns within 24 hours, fostering a positive and productive work environment. Provided confidential counseling and conflict resolution support.
- Leadership & Training: Successfully transitioned and integrated two companies' HR functions, ensuring seamless employee experience. Led HR policy training programs, boosting employee knowledge and adherence by 20%.

Soluxe(Zijing) international company (Mar 2009 – Dec 2014) | Ass Manager of Catering services & HR Manager

- HR Management: Optimized payroll processes for 300+ employees, exceeding accuracy and compliance standards. Streamlined employee record management, automating tasks and ensuring data integrity.
- Recruitment & Onboarding: Designed and launched online onboarding system, increasing efficiency and new hire satisfaction by 15%. Developed diverse talent acquisition strategies, resulting in a 20% reduction in time-to-hire.
- Employee Relations: Maintained a 95% resolution rate for employee concerns within 24 hours, fostering a positive and productive work environment. Provided confidential counseling and conflict resolution support.
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Ersaa engeering company (May 2006 – July 2007) | Head department assistant

- Process Optimization: Streamlined departmental operations by 12% through process automation and implementing new workflows. Standardized communication channels and protocols for improved efficiency.
- Board-Level Communication: Prepared and presented comprehensive departmental reports to the board of directors, securing approval for a \$50,000 budget increase for new equipment.
- Safety & Risk Management: Identified and mitigated potential safety hazards, maintaining a 0% accident rate during my tenure as acting Head of Department. Implemented safety training programs and promoted a culture of risk awareness.

Ersaa engeering company (April 2005 –May 2006) | General services employee

- Client Acquisition & Retention: Secured two major client contracts worth \$100,000 through impactful presentations and follow-up, exceeding sales targets. Built strong client relationships and provided ongoing support.
- CRM Implementation: Developed and implemented a CRM system, resulting in a 15% increase in client satisfaction and improved customer relationship management. Streamlined communication and tracked client interactions.

Alreiad modern school (December 2002-2003) | Students registration office

- Streamlined student registration process using VB6 programming, reducing administrative workload and improving efficiency.
- Collaborated with teachers and administrators to ensure smooth student onboarding and academic progress monitoring.

Sudan Air Ways (March 2001-November 2002) General service employee

- Department of benefits after service (December 2001-2002)
- Managed pension department archiving using VB6 and SQL, ensuring data accuracy and efficient access.
- Provided customer support for ticket applications, resolving inquiries and offering promotional recommendations, contributing to positive customer relations.

Education QUALIFICATION:

Alneelain University (2007-2008) | Postgraduate Diploma in Business Administration

Al-Bayan College For Science And Technology (2001-2005) | BSc.in information systems

References:

Upon request