**Naima Shahanara**

+971-558967123, 509047123

naimashahnara@gmail.com

**Over 4 years of experience in HR & Administration**

Coordination & Excel Reporting Documentation and Invoice Handling Information System and Data Handling Quality and Process Improvements.

# Human Resource Development Executive, MAS Holdings, India (January 2008 to July 2009)

**Part of core team for continuous development of the Human Resources of the organization.**

* **Training** - Organizing technical and soft skills trainings needed for the organization ranging from technical trainings for operators to leadership development programs for Managers.
* **Industrial Relations** - Working with HR head to analyze reasons for absenteeism, attrition and coming up with initiatives to tackle them.
* **Job Analysis** - Describing, evaluating a job & assigning job level as per HAY Group guidelines.
* **Performance Management** - Maintaining a Performance Management System from Goal setting for each job, conveying expected performance competencies to the job holder, enabling them to understand and perform according to them.
* **Organization Development** - Worked for developmental aspects of Organization behavior like motivation, assessing organization climate by designing, administering and analyzing surveys.
* **Quality Improvement** - Part of team in internalizing Lean principles and Practices in the Organization. Part of core team to identify projects for lean implementation.
* **HR Analytics** - Analysis to capture effectiveness - Training, PMS.
* **Employee Engagement** - Conduct and coordinate employee engagement initiatives so as to enhance the employee engagement level. Organized Birthday celebrations, sports events, group outings with team building activities etc.
* **Employee Exit** - Handling employee separation – resignations and exit queries / processes.

# Supply Chain Administrator - M.H Alshaya, Dubai (Jan 2010 to Dec 2010)

* General Administration work
* Responsible for administering and maintaining reports related to inventory based on an Oracle based software.
* Supplier Payments, following up on Credit Notes.

# HRIS Super User for Middle East- Merck Sharp & Dohme, Dubai (Dec 2010 to Sep 2011)

**Accountable for managing an SAP backend HR System named Hire to Retire for Gulf, Saudi Arabia, Lebanon, Jordan, Egypt ensuring complete synchrony of all HR processes with the Information System.**

* **Consultant for Hire to Retire** - An HRIS system serving as an operating model which empowers managers to hire, transfer, promote, maintain leave, end employment, manage Contract employees and based on self-service functionality.
* **Data Quality**- Accountable for maintaining organization Charts, and other downstream systems affected by the core HR system.
* **Workshops on Process Improvements**- Participant in process improvements workshops for Hire to Retire with Teams from other regions of the globe hence by gaining exposure to multicultural work environments.
* **Training**-Part of the core team in designing and delivering Face to Face technical training on Hire to Retire for Managers across Middle East.
* **Communication and Coordination**- Collaborating with HR teams in other Middle East countries, maintaining communication and feedback channels.

# HR Generalist – Global Process Systems, Dubai (Sep 2011 to Jul 2012)

**Reported to Group HR Manager for general HR Administration and Development Function.**

* **HR Reporting** - Coordinating with HR Managers across Singapore, Malaysia & Indonesia for data analysis and presenting HR Reports for the Management.
* **Job Evaluation** - HAY Consultancy – Administrator for a Job Evaluation and Compensation Management Project with HAY Consultancy.
* **General Administration** - General administrator and coordinator supporting all HR functions

# Supply Chain Administrator- Noon AD Holdings Ltd (March – June 2022,Temp Role)

* **Reporting** – Extract data from Management Information Systems, collate the raw data into reports and present it to management.
* **Coordination** -Coordinate with Warehouses across Middle East and North Africa to ensure that Supplier Returns are executed within Turn Around Time.
* Coordinate with After Sales Team to ensure that there are no bottle necks in the process and resolve issues related to any pendency arising in movement of stock.
* **Problem Solving** - Process Owner for Zen Desk (Seller/Customer Support System)-Solve Tickets arising on Zen Desk related to Supplier complaints, do Root Cause Analysis for the issue and resolve it within Turn Around Time.

# Administrator- Customer Service – GMG (Gulf Marketing Group) (June 2022- Current)

* Handle all responsibilities related to customer complaints till resolution for Sun and Sand Sports, Dropkick and Under Armour for Middle East.
* Support Ecommerce Operations
* Data Handling using Sales Force interfacing with warehouse Management System and Last Mile Delivery System

## Internship Projects

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| --- | --- | --- |
| **Organization** | **:** | **Hindustan Technology Limited -India** |
| Title | : | Effectiveness of Training (Part of Masters Programme) in 2007. |
| Duration: | : | 2 months |
| Description | : | Analyzed process of Training ad quantified its effectiveness in depth. |
| **Organization** | **:** | **MAS Holdings, Chennai** |
| Duration: | : | 3 months |
| Title | : | Performance Management System |

Description : Assisting Manager-HR in restructuring and customizing a performance management system for different levels of employees

## Other Accolades

* **Best Organizer** award at G.R. Damodaran College of science, Coimbatore.
* **School Leader**, Ursuline Senior Secondary School, Kannur, Kerala.
* Awarded Outstanding **Student of the Year** (2002-2003), Ursuline Senior Secondary School, Kannur, Kerala.
* Won prizes in various activities like Best Manager Competitions, Public speaking, Sports etc.

## Trainings Undergone

Underwent training under Crestcom’s “**Bullet Proof Manager**” on personality development, leadership and

other soft skills

* **Yellow Belt Certification** under MOS (MAS Operating System) on ‘Lean’ concepts
* **Blue Belt Certification** under MOS (MAS Operating System) on ‘Lean’ concepts
* **Yellow Belt Certification in Six Sigma (Merck Sigma)**
* Two days training on Transactional Analysis under SAATA (South Asian Association of Transactional Analysis)
* Participated in International Conference on Strategic HRM in a Global Economy at PSGIM
* Underwent Personality Development training at “Breakthrough” Bangalore, India.

## Computer Proficiency

• Having done under graduation in B.com (E-commerce) and MBA with minor specialization in Systems, exposed to Software Project Management in detail and also well versed with Microsoft Office including Word, Excel and PowerPoint and also familiar with basics of programming languages.

## Academic Credentials

|  |  |  |  |
| --- | --- | --- | --- |
| **Course Name** | **Institute** | **Year** | **Performance** |
| MA Psychology | Indira Gandhi National Open University, India | 2019 | Pursuing |
| Certification in Patisserie | International Centre for Culinary Arts, Dubai | 2017 | Merit |
| Master of Business Administration (Specializing in HR & Systems) | PSG Institute of Management (Anna University), India. | 2008 | Distinction |
| B.com (E-Commerce) | GRD College of Science, India | 2006 | Distinction |

## Personal Details

**Linguistic Abilities:** English, Malayalam.

**Visa** – Husband Sponsored