

# Reshma Menezes

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## SUMMARY

A **commercial HR Manager** with over **18 years of strategic HR management expertise**.

Proven track record in **fusing HR strategy with strong HR programmes** that contribute towards **driving employee relations and business excellence**. **Extensive experience** across the **full HR spectrum with a strong focus on optimizing 'people' strategies**.

Holds a **pure passion** for **driving value across strategic workforce planning, talent development and employee engagement**. Spearheading the **360-degree employee lifecycles and championing HR best practice**.

A **proactive leader**, **'lets get it done' attitude** that is solidified in the focus on **continuous improvement**.

**Strong collaborator** with the ability to **establish credibility, build relationships with senior stakeholders and create 'buy-in' from all levels of employees**

## EDUCATION

Post Graduate Degree:  
Human Resource  
Management (1999)  
Mount Carmel College,  
India.

Bachelor of Science  
(1997)  
Mount Carmel College,  
India.

## EXPERIENCE

HR Manager | (Jan 2016-P)

Kool Wave Technical Services, UAE.

- Responsible for defining the organizations HR strategies, vision, structure and policies & procedures. Ensuring all policies support the overall business strategy and objectives.
- Responsible for the provision of overall commercial and HR support to a rapidly growing global business portfolio.
- Providing HR business partner advice that focus on optimizing employee relations, the full employee lifecycle, recruitment and compensation & benefits.
- Executing diagnostic department reviews and formulating key programmes that address and resolve HR issues.
- Managing the annual talent development calendar and driving robust succession planning programs that support the development of all employee lifecycles.
- Driving multi-regional HR programmes such as SMART organizational design, team restructuring, performance and grievance management, due to Covid-19 pandemic.
- Executing the monthly HR management reports that outline performance against budget and forecast, analyzing 'people' project expenditure and assessing ROI on key HR initiatives.
- Part of the senior management team; attending quarterly and monthly business reviews.

HR Officer | (Oct 2010- Dec 2015)

BuroHappold Consulting Engineers LLC, UAE.

- Responsible for execution of the Talent & Employee Development strategy. Set out and managed all aspects of the employee journey; implemented robust talent acquisition tactics, employee onboarding, talent management, total rewards and the employee experience.
- Proactively drove the annual talent acquisition strategy, which focused on culture development of continuous growth, across the UAE, Qatar, KSA, Kuwait and India regions.
- Consulted on the effective application of all talent processes and tools (talent segmentation, people development forum, succession planning, performance enablement, career & development).
- Managed the annual talent calendar and drove robust succession planning programs that supported the development of all employee lifecycles.
- Business partnered with specialized teams, analyzed department's skill gaps, consulted on niche international recruitment drives and ensured all SLA's were upheld.
- Provided overall HR administration support across visa applications, salary certificates, contract renewals, bank letters,

## Personal Details

Nationality: Indian  
Status: Married  
DOB: 28.11.1976

**Reference upon request.**

personnel files and attendance reports.

- Executed commercial activities such as the management of insurance policy renewal process, policy negotiations and claims management.

### HR Generalist | (Oct 2008- March 2009)

Imdaad LLC, UAE

- Responsible for the implementation of the annual HR recruitment Plan, which supported the overall strategic aims and objectives of the business.
- Partnered with business heads and provided talent acquisition advice and support across the full employee lifecycle.
- Drove the organizational effectiveness agenda, leveraged off people analytics, which supported the development of high performing, engaged and motivated employees.
- Provided HR administration support across offer letters, contract renewals, redundancies and induction training days.

### HR Manager | (May 2006- Apr 2008)

Fabinda Overseas Pvt, India.

- Provided leadership and expertise across employee relations, compensation, employee engagement practices, training, leadership development and coaching, organizational change and internal communications.
- Effectively planned, designed, developed and evaluated human resource-related initiatives that supported the organizational aggressive growth plans.
- Provided technical support across labor relation's issues, ensured compliance to all labor laws and drove best practice.

## Additional Roles:

### HR Consultant | (Nov 2005- Apr 2006)

Venkataramanan Associates, India.

### Assistant Manager- HR & Training | (May 2002- Oct 2005)

HSBC Electronic Data Processing, India.

### HR & Training Coordinator | (Sep 1999- Apr 2002)

Celstream Technologies Pvt, India.