

Hadeel Ibrahim Hammoud
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Personal Information:

Date of Birth: 12/05/ 1993

Nationality: Palestine

Marital Status: Married

Gender: Female

Visa Status: Residence Visa
(Husband's sponsorship)

Driver's License: Available

Residence: Abu Dhabi

PERSONAL PROFILE:

I am ambitious, resourceful and enthusiastic financial personnel with excellent communication skills. I am seeking for a full-time position in a pleasant working environment, which permits me to continue practicing and expanding my skill set and knowledge base in conjunction with the organization's goals.

ABILITIES:

- Problem solving and attention to details
- Able to contribute to result-oriented teams
- Excellent communication, analytic and planning skills
- Able to work under pressure and meet demanding goals
- Excellent learning abilities and adaptability to different working environments
- Accurate, precise and highly ethical in all work-related assignments

EDUCATION:

- **Bachelor's Degree in Business Accounting at Khawarizmi International College 2015**
✓ GPA 3.7/4
- **Palestine Secondary School 2011**
✓ High School Certificate with average 91.7%

KEY SKILLS & RESPONSIBILITIES:

- Customer Service Excellency
- Leadership
- Problem-solving
- Human Resource Management
- Communication
- Leadership
- Problem-solving
- Operation Managements
- IA System
- BOD & SCA
- Time management

EXPERIENCE:

Methaq Takaful Insurance Company

Abu Dhabi, UAE

- Duration: 13th March 2019 – 21st January 2022
- Job Title: Senior Human Resource Officer
- Responsibilities:
 - Advertise job vacancies and represent the company in job fairs to attract talented candidates.
 - Conducts Exist interviews and analyzes data to provide recommendations as required by the line manager and department needs.
 - Shortlist CVs and applications according to the standards required for the job opening.
 - Coordinate and collate requirement paperwork required for the preparation of offer letters.
 - Prepare offer letters where required; insure all details are accurate prior to obtaining approval and issuing to candidate.
 - Create and mention employees personnel file, ensure all required employees/documents are complete and up to date.
 - Handel onboard of new joiners IT equipment, stationary and other peripherals are ready on the first day of joining

References are available upon request

- Preparing job descriptions and managing the employment process.
- Execute orientation program to new joiners.
- Update employee basic information on the Human Resources and payroll system.
- Provide administrative support for all personnel actions such as recruitment, leave or absence, promotions, transfers, terminations and disciplinary actions, etc.
- Monitor staff adherence to the time and attendance.
- Manages compensation and benefit for the staff.
- Review all types of Leave Requests receiving on a daily basis and take appropriate actions.
- Handle all requirements and requests from the staff (letters, bank verifications ..ect).
- Provide support in all employee-relations activities as required by the line manager.
- Renew, update and keep up all workers and their dependents' visas and work contracts on time to guarantee that organization's records are up to date in the labor and Immigration Departments.
- Assist the Human Resources Manager in the preparation of HR reports.
- Prepare monthly payrolls and submit to the authorized superiors for review and approval.
- Assist the Human Resources Manager in training needs assessment.
- Maintain register and records of trainings for the employees.
- Assist in performance management and employee evaluation.
- Coordinate administrative procedures relating to employees such as insurance applications, work permits and others.
- Support management in developing policies, regulations and manuals related to HR department.
- Execute and perform other duties assigned by the Human Resources Manager.
- Update all staff information's in Central Bank (IA) system.
- Handling staff compliance and solve their problems.
- Arrange and coordinate the BOD (Board of Directors) meetings in the company
- Prepare all paperwork needed in the BOD meetings and submit all approved reports to the concerned Authorities.

Abu Dhabi National Insurance Company

Abu Dhabi, UAE

- Duration: 8 January 2017 – 28 February 2019
- Job Title: Administrative Assistant /Receptionist
- Responsibilities:
 - Managing Internal and External Correspondences
 - Receiving visitors at the front desk by greeting, welcoming, directing and announcing them appropriately
 - Answering screening and forwarding incoming phone calls
 - Receiving and sorting deliverables and employees' business cards
 - Provide basic and accurate information in-person and via phone/email
 - Update calendars and schedule meetings
 - Write and distribute memos, letters, and forms for procurement department and other related departments.
 - Provide general administrative support to all departments
 - Give training for the new joiners in the administration department (receptionist).

Abu Dhabi National Insurance Company

Abu Dhabi, UAE

- Duration: 4 months
- Job Title: Contact Center Agent
- Responsibilities:
 - Making vehicle insurance quotations and sell it to the costumers
 - Handling and resolving customer complaints
 - Understanding customer service principles and practices
 - Problem solving and resolution

Global Petroleum Business and Trading Est.

Abu Dhabi, UAE

- Duration: 2 November 2015 – 26 December 2016
- Job Title: Employee Relations Assistant

References are available upon request

- Responsibilities:
 - Provide support to the HR Business Partners with a range of tasks relating to the employee relations case-list.
 - Provide support in relation to all aspects of the recruitment and selection processes operated within the Organization.
 - Provide excellent customer service supplying timely and accurate information and documents as required.
 - Dealing in the first instance, with all queries relating to HR policies.
 - Process all pre-employment onboarding required documentations, letters and approvals.
 - Work with members of the HR Team providing a variety of support needs, including greeting visitors to the department, answering the telephone, filing and archiving.
 - New candidates employment visa and labor process
 - Support the development of HR practices/systems, where appropriate

PART-TIME JOBS:

Abu Dhabi, UAE

Worked at SCAD “Abu Dhabi Statistics Center” as an Auditor from 14/09/2015 to 08/10/2015.
(1 month)

Worked at SCAD “Abu Dhabi Statistics Center” as an Auditor in Abu Dhabi economic surveys from 05/04/2015 to 13/08/2015.(5 months)

Worked at SCAD “Abu Dhabi Statistics Center” as an enumerator in Abu Dhabi economic surveys from 11/05/2014 to 30/09/2014. (5 months)

Accountant trainee in Al Khawarizmi International College for 2 months in the accounting department, using the Great Plain system. In addition, I have learned how to do Bank reconciliation.

LANGUAGES:

- Bilingual: Fluent in English and Arabic

COMPUTER SKILLS:

- Microsoft Office (Word/Excel/PowerPoint/Access)
- Typing Skills
- Outlook
- Lotus Notes

GENERAL SKILLS:

- Operating Systems: Microsoft Windows 98, XP and Windows 7 and Windows 2010
- Microsoft offices: Microsoft Word windows 7 and XP, Microsoft Power Point Windows 7 and XP, Microsoft Excel windows 7 and XP
- Web Surfing
- Using (CIMS – E-Motors - CISCO) insurance systems
- Premia-Payroll

TRAINING PROGRAMS:

- Certificate - **Services Leadership Workshop Training**
- Certificate - **Customer Services Excellence Training**
- Certificate – **Telephone Etiquette & Call Center Techniques**

References are available upon request