



MAHMOUD HAFEZ

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AREAS OF EXPERTISE

Recruitment | Talent Management | Training & Development | Policies & Procedures | Employee Relation

PROFESSIONAL PROFILE

- An HR professional with fifteen (15) + years generalist experience in building and overseeing full Human Resources functions such as: Recruitment, Policy Design, Administration, Compensation and Benefits, Training and Development, Employees Retention, Global Mobility, Talent Acquisition, Diversity Management, Manpower Budgeting, Employees' Relations and overseeing Payroll process.
- Highly developed written/verbal communication and interpersonal skills (English & Arabic).
- Demonstrated high level of experience and skills in the leadership with the ability to maintain confidentiality, exercise discretion, judgement, and initiative in the workplace.
- Proven track record in driving and executing HR and Administrative strategic plans with a hands-on capability including strong knowledge of labour law and regulations.
- Organized with a systematic approach to tasks, good analytical skills and attention to detail.
- Strong computer skills including Microsoft office, HRIS, PD, Oracle & TALEO.
- Acted as a Diversity Program Manager by training other managers and field recruiters the best diversity practices.

EMPLOYMENT HISTORY

Human Resources Manager

Feb 2019 – Present



National Marine Dredging Company (NMDC) - UAE

Project: *HAIL & GHASHA CONCESSION ARTIFICIAL ISLANDS (MEGA) Project (\$1.36B) - (ADNOC's project)*

- Leading the HR, Crewing, and General Services functions (25 personnel) who provided the service to 4,000+ employees (white, blue collar & marine team) at the off & onshore 5 locations.
- Managed project recruitment activities and hired 1200 direct hire employees and more than 1600 outsource employees while keeping daily track of all recruitment activities on TALEO software from start to finish to ensure all openings are aligned with the project manpower budget/ company salary scale and mobilization plan.
- Provided guidance and supervision for comprehensive HR, crewing and administration to all personnel by conducting regular site visits to maintain HR presence at the remote locations.
- Created, and periodically updated the project induction pack aligned with the Company's Policies and Procedures, and engaged in the new employee's orientation session.
- Prepared the Project Manpower transfer, mobilization & demobilization plan as per operational requirements including budget analysis.
- Complied with company Policies and Procedures by setting the required controls to assure compliancy and alignment with UAE Labour law.
- Managed disciplinary processes and suspensions, including investigations on harassment complaints and termination in confidentiality at all five (5) locations in UAE.

- Oversee employees' accommodation and transportation arrangement including crew change while analyzing 1700 bed spaces occupancy at eight (offshore) accommodation barges plus on island camps.
- Issued weekly & monthly recruitment & HR/ KPI's reports to senior management.
- Prepared and updated project department's Organizational Charts to reflect existing and vacant positions that are required on the project.
- Managed employees' probationary & yearly performance review with department heads.
- Oversee project employee's yearly training plan in coordination with project department heads and NMDC HQ Training team as per Company's Training Policy & ADNOC (client's) standard.
- Oversee & administered all activities related to Employee Compensation and Benefits in coordination with HQ to facilitate monthly payroll completion.
- Reviewed and approved leave requests, direct hire & Outsource employees' timesheets, air ticket requests (TRF), Offer letters & medical insurance.
- Planned, managed and executed project manpower demobilization activities as per project operation's requirement and plan.

Human Resources Manager

Mar 2016 – Dec 2018



JAN DE NUL DREDGING (Infrastructure, Construction & Land & Reclamation) – UAE& GCC

Projects: *Dredging and land reclamation works for Terminal 4 & Al Ahmedi and Abu Halifa*

- Managed full HR operations including hiring 1200 plus employees (Junior - Executive level positions) which resulted 25% cost saving in recruitment activities.
- Carried out Compensation and Benefits processes for all new joiners and existing employees as well as salary benefit reviews and PDR (Personal Development Review) processes.
- Proactively identified and addressed issues requiring new policies including developing and modifying policies and Risk Mitigation.
- Ensured Government requirements are met including Code of Conduct, Privacy, Pecuniary Interests, Registers and Management Reporting.
- Managed and approved changes in Employment Terms and Conditions for employees.
- Conducted disciplinary and grievance procedures, advising and supporting managers throughout the procedure.
- Implemented and advised managers and employees on HR Policies and Procedures.
- Produced HR metrics on a monthly basis for management purposes including turnover, leave information, new starter information, and absence statistics.

Human Resources Manager

Feb 2014 – Feb 2016



DEPENDABLE TRUCK & TANK LIMITED (Manufacturing - Oil, Fire & Propane) - Canada - (Toronto)

- Established appropriate HR solutions aligned with the business direction and goals while maintaining knowledge and sources of current HR trends, to maintain a progressive "Best Practice" stance, as well as compliance with the (ESA) Employment Standards Acts.
- Developed branding strategy and innovative career advertisements using various type of social media and attending career fairs.
- Carried out full cycle of recruitment process for (internal & external) sourcing and hiring of foreign workers, as well as, interviews and offer negotiations which resulted in manpower growth from 60 employees to 150+ employees.
- Implemented employee handbook and new employment agreement to mitigate future risk in operations and administration.
- Conducted disciplinary and grievance procedures, advising and supporting managers throughout the procedure.
- Assisted employees with their Long/Short Term Disability application process by liaising with the medical insurance provider.

Human Resources Manager

May 2009 – Dec 2013

**AMEC - (Energy, Oil & Gas & Nuclear) – UAE& GCC**

Projects: ZADCO PMC Contract" UZ 750 Major Project "Abu Dhabi, ADMA OPCO PMC Umm Lulu and Nasr Phase 1, Provision of consulting services to the KEPCO Braka Nuclear Power Plant project, BP Sharjah – PM and engineering Services contract, ADGAS, PMC for FEED of Flaring & Emission Reduction, Weatherford Consultancy Services, Dubai& Umm Lulu phase 2 – ADMA

- Managed full HR day-to-day operations with 12 HR personnel and hired and managed (500) + staff (Engineers& Management) at 4 locations, by developing strategic solutions to meet workforce demands for all UAE & GCC and India projects.
- Designed a set of different benefits and basic compensation structures in the organization aligned with the Corporate culture& values such as grading system& job evaluation system.
- Implemented Long Service Award & Employee Referral programs (ERP) which resulted a 20% reduce in the employee's turnover.
- Ensured that all processes were aligned with policies as well as UAE labor law legislation, which resulted in approval of company's internal auditors and certification by ISO 9001.
- Analyzed, designed and transitioned the organization to a new group benefits program resulting in AED 1.2 million in cost saving while, improving overall benefits design and service.
- Developed an on boarding program & employee handbook for new hire& transferees.
- Led different HR projects and coordinated compensation processes including salary, bonus planning, and incentive schemes development.
- Maintained healthy and safe working environment free from discrimination and harassment by focusing on employees' relations.
- Provided training to employees and managers on company policies to minimize frequency of employee complainants due to misinterpretation or misunderstandings.
- Conducted exit interviews for resigned employees and provided them with outplacement or relocation assistance.

Human Resources Manager

May 2005 – Apr 2009

**JAN DE NUL DREDGING - (Land & Reclamation, Infrastructure& Construction) – (UAE& GCC)**

Projects: Mina Zayed Port Extension – Abu Dhabi, Palm Island II" Jabel Ali, Palm Island III "Deira" as subcontractor, Dubai Water Front & New Island Development – DXB.

- Implemented and developed HR initiatives and systems.
- Provided and advised employees and managers on Company policies and procedures.
- Managed recruitment full cycle by preparing job descriptions, posting ads, interviewing, etc.
- Managed all employee's medical insurance enrollment and visas processes in liaison with the PRO's& Co-ordinated changes in terms and conditions of employment for employees.
- Coached and provided consultation to approximately 20 managers regarding advice and guidance on personnel challenges, interpretation of policy and procedure manual.

EDUCATION AND TRAINING

- CIPD - (Certified Human Resource Professional).
- Certificate in Human Resources - (Compensation& Benefits).
- Certificate in Human Resource - (Planning& Strategy).
- UAE Labour Law - Interpretation and Application - Specialist Technical Training Services.
- Bachelor's Degree in Business administration specialized in Human Resource Management.
- Diploma in Business Administration & Computer information system.

PERSONAL DETAILS

- Year of Birth: 1978
- Nationality: Canadian
- Location: UAE