

Mariam El Ghandour



Director, Human Resources / Learning & Development

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A result-driven trilingual HR professional with over 15 years' experience gained working in the field of Human Resources and Learning & Development in diverse multicultural companies around the Middle East. A dynamic team player with strong leadership skills and proven track record in key HR areas including:

HR Operations & Strategy

- ☐ HR Strategy and Planning
- ☐ Policies & Procedures
- ☐ Manpower & HR Budgeting
- ☐ Organization design
- ☐ Job design and analysis
- ☐ Recruitment and Selection.
- ☐ Compensation & Benefits strategy

HR Management

- ☐ Payroll Management & Administration
- ☐ Administration Management.
- ☐ Human Resources Audits
- ☐ Compensation & Benefits Management
- ☐ Employee services and relations
- ☐ Employment contracts and Labour relations
- ☐ Government Relations.

Human Capital Development

- ☐ Leadership development
- ☐ Learning & Development
- ☐ Talent Management
- ☐ Learning & Development
- ☐ Performance Management
- ☐ Succession planning
- ☐ Nationalization Development Programs

Projects completed & Key achievements

- ☐ Complete HR Audit for a federal Organization
- ☐ Complete Job Design for a Financial public sector organization
- ☐ Installed and implemented new HRMS software
- ☐ Established Complete HR SOP's and P&P Manuals
- ☐ Re-Alignment of employment contracts with UAE Labour Law and company P&P.
- ☐ Re-Alignment of employee Compensation and benefit schemes .
- ☐ Employee Facility renovation (Restaurant, Housing, and club)
- ☐ Improved employee Loyalty rate on Staff survey by 6% in less than 10 months
- ☐ Improved general employee satisfaction by 12% in one year.
- ☐ Increased Omanisation by 12% in 5 years

Professional Experience

June 2014 Till present	Learnactive HR and Organizational Development consultancy, UAE / www.learnactive.com HR Project Manager / Senior HR Consultant I manage and implement HR and Learning & Development projects for clients, with the aim of aligning all their organizational HR practices, policies, procedures, job design to international best practices and ensure deliverables are met to the required standards and within set timeline.
August 2009 October 2013	Falcon Aviation Services, UAE / www.falconaviation.ae Operations Size: 31 Aircrafts , 250 Employees, 42 Nationalities - Led a team of 27 Director of Human Resources At FAS, I led a team of 27 employees, and managed all areas of HR operations. My main role was to establish the HR systems, policies & Procedures and SOP's in addition to running employee services and facilities, and all HR Admin day to day operations including all Government relations work.
February 2009 June 2009	European International College, UAE / www.eic.ae Hospitality Management College (temporary Assignment) Faculty Member / Hospitality Supervision and HR
1999 - 2009	InterContinental Hotels Group / www.ihg.com was hired at IHG in 1999 and was transferred through the company to several properties until 2009 as follows:

February 2008 January 2009	InterContinental Abu Dhabi Operations Size: 390 rooms, 7 restaurants, 600 employees, 39 nationalities - Led a team of 18 Director of Human Resources & Training IC Abu Dhabi just re-opened after years of refurbishment, my role was focused on recruitment and improving employee engagement results. That included a review of Policies & Procedures, salary surveys, employee facilities refurbishment, performance management, review of all HR systems in place and making necessary changes and managing Training & Development section to align employee performance to organizational goals.
October 2003 January 2008	InterContinental Muscat Operations Size: 285 Rooms, 6 restaurants, 420 Employees, led a team of 24 Training Coordinators and 12 HR employees – 65% nationalized workforce HR & Training Manager The key focus of my role was to develop Omani talents and attract them to the hotel industry, I managed all the in-house training & development activities, succession planning, performance management systems, training needs analysis, annual recruitment road shows and fairs organized by IHG, employee services, facilities, and all the academic training for hospitality students around the sultanate.
February 2002 Sep 2003	Semiramis InterContinental Cairo, Egypt 800 rooms, 9 restaurants, 1200 employees. Training Coordinator / Opening Training Manager During my time in Semiramis I made several hotel openings in the capacity of Training Manager as follows: <ul style="list-style-type: none"> <input type="checkbox"/> Egypt: Two properties In Alexandria, Egypt & Crowne Plaza Sharm El Sheikh <input type="checkbox"/> Oman: Crowne Plaza Salalah
Sep 1999 January 2002	Pyramids Park InterContinental Hotels and Resort 500 rooms, 4 restaurants, 600 employees Training Coordinator Pyramids Park was a newly acquired hotel and I was in charge of the Learning & Development re-branding of the property
1995-2002	Teacher, French as a second language

Education

2016	GCC Commercial Arbitration Centre & AD Chamber of commerce <i>Vocational</i> program is designed to qualify and license Commercial Arbitrators in GCC Commercial Arbitration Centre and Abu Dhabi Chamber of Commerce	Trainer's Accreditation <ul style="list-style-type: none"> <input type="checkbox"/> Train the Trainer <input type="checkbox"/> Accelerated Learning <input type="checkbox"/> Training Needs Analysis <input type="checkbox"/> Instructional Design <input type="checkbox"/> Managing Training & Development <input type="checkbox"/> Competency Based Interviewing <input type="checkbox"/> Performance Management <input type="checkbox"/> Leadership Skills <input type="checkbox"/> Problem Solving & Decision Making <input type="checkbox"/> Mentoring & Coaching Skills <input type="checkbox"/> Performance Management <input type="checkbox"/> Customer Service
2007	Universitas 21global (Singapore) www.u21global.com <i>Certification</i> Completed the following Subjects with A/B grades: Human Resources Management / Organisation Behaviour / Marketing Management /Marketing Strategy / Operations Management	
2005	American University in Cairo <i>Certification</i> Human Resources Management certificate	
1997	Helwan University - Faculty of Fine Arts - Cairo Egypt <i>Bachelor</i> BSC. In Computer Graphics and Book Illustration	
1993 1996	Université Paris Sorbonne - Paris IV - FCC - Cairo, Egypt <i>Associates</i> University studies in French Literature & Civilization	

IT Skills & Languages Proficiency

- ☐ Microsoft Office
- ☐ Taleo,
- ☐ Civil Soft
- ☐ Mena Itch
- ☐ Fluently Speak, Read, write and translate Arabic, French and English

Personal Data

Nationality: Egyptian
Marital Status: Single
Place & Date of Birth: September 10th 1974 in Cairo Egypt
Visa status: do not necessarily require employment visa as I have my own