

KRITIKA THAKUR MENEZES, MBA – HRM & CIPD L05
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Manama, Kingdom of Bahrain



Professional Profile:

Highly skilled and efficient in spearheading or kick-starting HR and Administrative Departments. Over a decade long experience and exposure within HRM especially within healthcare sector and its accreditation both locally (NHRA -Bahrain) and Internationally, JCIA 7th edition. Commissioned new projects, revamped and reengineered organizational strategies, positions and structures as per sector's needs and requirements.

Been associated on lead roles such as Head of Human Resources and Support Department for Royal Hospital for Women and Children, Al Salam Specialist Hospital and Gulf Medical and Diabetes Center. High energy, positive team player with excellent work ethics, flexible and reliable. Reputation for displaying professionalism and concern for organization, clientele, and employee comfort. Passion for working with people, proven commitment on providing superior service. Known for thriving under high pressure. Demonstrated capacity to work effectively with difficult and tough situations especially during change management.

Professional Experience

Currently employed with Al Salam Specialist Hospital as Act. HR Manager from June 2019 to present

Spearheading Human Resources Department for ASSH.

Key responsibilities include:

- Ensure all policies and process flows are mapped in compliance with measurable elements of both NHRA and JCIA (revising to SQE 7th edition) accreditation requirements for the hospital.
- Responsible for formulating an efficient Manpower Plan for ASSH as per bed occupancy ratio phase wise to that of adequate staffing required within both medical and non-medical sections of the hospital.
- Ensure daily operations are efficiently processed and completed within HR department.
- Responsible for staff morale, orientation, and training programs. Successfully linked in – house training module for both medical and non-medical staff with performance management system.
- Linked performance management to performance-based reward system.
- Sound and up to date knowledge with LMRA, SIO, NHRA, Tamkeen, Sijilat, MOL, MOICT practices.
- Member of Executive Committee and credentialing committee.
- Reporting measures involves, daily, monthly and quarterly review of departmental KPIs to CEO and the Board accordingly.
- Responsible for recruitment solutions, staff training, appraisals, HR Manual, HR audits, Accreditation and other relative roles in human resources module.
- Responsible for maintaining and updating hospital organogram.
- Other responsibilities such as staff grievances and redressals, HR data analysis, KPI/KPA monitoring and reporting.

Employed at Royal Hospital for Women and Children (Commissioning Phase) Head of Human Resources and Support from Jan 2019 to May 2019

- Responsible for commissioning and spearheading RHW's HR and Support team.
- Actively participated in commissioning phase of the hospital and managed manpower planning for the commissioning (pre and post-operative) phases.
- Recruited Nursing, Allied, Admin and Medical manpower for post and pre-operative.
- Finalized staffing accommodation needs and policies.

- Aligned initial HR manual as per corporate office requirements of the hospital along with measurable elements of both NHRA and JCIA standards.
- Set forth initial KPI and reporting structure for the department.

**Employed at Gulf Diabetes Specialist Center as
Human Resources & Administration Manager & Board Secretary from Dec 2015 to Dec 2018**

Responsible for efficiently heading the HR and Administration department of Gulf Diabetes Specialist Center, which is renowned and the only specialized hospital in Bahrain catering to the treatment and services of diabetes, endocrinology, and other internal medicine divisions.

Duties as HR & Administration Manager;

- Reporting department progress and update to CEO and senior management.
- Responsible of recruitment of executive management in liaison with Board of Directors.
- Recruitment for all key positions and graduate trainees, conducting competency-based interviews for all key positions.
- Direct decision making in recruitment, recruiting tools, interviews, and terminations.
- Provide management solutions on employment benefits and modules with CTC, TAT, Grading scale etc.
- Provide management with solutions on preparation or recodification within job description, policies and Procedures, employee benefits, salary grading structure etc. Reformulating, Developing and Designing of HR Policies, Implementing Broad-Banded Pay structure.
- Formulating Employment contracts and onboarding dockets sets for various positions.
- Responsible for liaising directly with all relative Head of Departments for human capital management.
- Responsible for HR Manual revisions as per NHRA accreditation and Bahrain Labour Laws.
- Sound knowledge within all aspects of LMRA, NHRA, SIO, Tamkeen, MOL and accreditation framework both JCI (6th edition) and NHRA.
- Responsible for overseeing Human Resources, Administration and Support Ancillary staff.

Duties as Board Secretary;

- Appointed as Board Secretary and responsible for providing complete resources for Board, Executive Committee & Nomination & Remuneration Committee.
- Responsible to ensure that organization always meets Corporate Governance requirements.
- Responsible for recording and minute keeping for all Board meeting and its relative subcommittee meetings.
- One-point source contact for confidential data and information.
- Source contact for circulation of sensitive reports and data amongst the Board of directors, senior management, and shareholders.
- Actively involved in meetings, reporting and presentation of HR and Administrative section of the organization to the board.
- Actively involved in both internal and external audit findings, discussion and final reporting.
- Worked on government portals such as Sijilat, MOICT etc.

**Employed at King Hamad University Hospital as Human Resources Coordinator
June 2014 to November 2016**

Worked as HR Recruiter with Military Tertiary Hospital, King Hamad University Hospital which has strength of 2000 and above employees. Enthusiastic team player in the recruitment section of the organization. Responsible for handling the entire recruitment structure and process of both medical and nonmedical staff at the hospital.

Duties and responsibilities included:

- Daily job involves assisting and handling the credential committee and HODs of the department in line with staff hiring process.
- Actively involved in decision making of employee affairs and concerns. Closely work and supervise the visa procedure at immigration.

- Active involvement in management meetings. Representing the organization for various cultural, fund raising and teaching programs. To liaison with department coordinators for staff's leave, contracts, accommodation and travel itinerary.
- Ensure that day to day work meets ethics and accreditations to JCI.
- Liaison with finance and quality assurance department on behalf of HR. Excellent knowledge and grasp over both private and government organizations in the kingdom of Bahrain.
- Handled recruitment projects from South Africa, Cuba and Pakistan.

Employed at Gulf Diabetes Specialist Center as HR & Admin Assistant Sept 2011 to May 2014

Duties and responsibilities included:

Promoted as HR Assistant at GDSC – Specialized Endocrine and Diabetes Center in the Kingdom of Bahrain. Responsible for maintaining and working on the entire dashboard of human resources for the organization. Playing a pivotal role in Company's hiring and recruiting policies. Actively involved in staff recruitment panel. Custodian for drafting and revising company policies & procedures, employee handbooks and other relative forms & formats. Active involvement in HRD's hiring and termination procedures. To work in liaison with the finance department in terms of revising and structuring the salary bands, payroll, GOSI and other relative budgets and expenditures of HR and recruiting procedures. Responsible for conducting staff inductions, training and appraisals. Prepare HR yearly reports and budgets in liaison with finance department. Complete knowledge and awareness about LMRA procedures, MOH MOL GOSI etc. Also, responsible for entire staff's licensures (medical), dependent's and employee's visa, insurance passports both new and renewal procedures.

Employed at Gulf Diabetes Specialist Center as Insurance & Credit Associate Jan 2011 – Jan 2012

Duties and responsibilities included:

Worked as Insurance and Credit Associate at GDSC. Been responsible for maintaining and verifying insurance claims on daily basis. Reconciling and dealing with monthly payments made by insurance companies. Resolving any case arising within and outside the work structure. Assisting the senior accountants on behalf of insurance team. Generating and maintaining advice forms for all the cheques and various payments. Seeking approvals and working with different criteria depending on the various structures on behalf of the center and collaborating with all insurance companies within and outside Bahrain.

Intern at Citibank – Wealth Management, Kingdom of Bahrain Jul – Aug 2010

Duties: Assisting the Relationship Managers in their day-to-day work by resolving client queries, calling up clients to develop a stronger banking relation through investments and various banking tools. Conducting compliance check and updating the existing database of Citi gold clients.

Intern at Citibank – Human Resources, Kingdom of Bahrain Sept 2010

Duties: Assisting the Vice President - HRD and working with the team in handling various subject matters under HR in regard to internships, Trainees, maintaining database for the employees (salary, insurance claims, Vacation tracking on pro rata basis etc.)

Education:

Master's in Business Administration MBA – Human Resources

Jun 2012 - Mar 2014 Sikkim Manipal University, Kingdom of Bahrain

Bachelor's in Commercial Studies – B Com

Jun 2007 – Apr 2010 Mahatma Gandhi University, Kingdom of Bahrain

CIPD Level 05 – completion by November 2021

Attended workshops and seminars on Corporate Governance Code of Bahrain.

HR LinkedIn trainings and course works.

Higher Education – Guru Nanak Fifth Centenary School

Mar 2007 Mussoorie, India Grade 12th ISC Board – 68% Grade 10th ICSE Board – 76% _

COMPUTER SKILLS

Worked on OS such as Windows and Mac Excellent knowledge of MS Office (Word, Excel, PowerPoint, Visio etc.) Worked on software related to HR payroll system ('On Time', 'Oracle', Paylite.) Worked on hospital software such as HIS, Med logics, and Oracle.

PERSONAL DETAILS

CPR No – 890412782 | Nationality – Indian
Languages (Spoken and Written) – English, Hindi, and French (Basic)
Driving License – Private car license (Issued by Kingdom of Bahrain)
Special interests – Traveling, photography, keen interest in NGOs and CSRs.

References: Available upon request.

Kritika Thakur Menezes