

## Resume

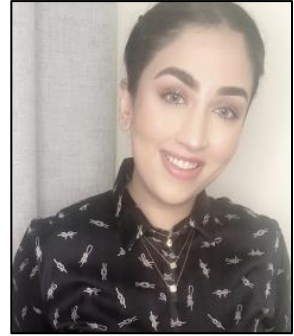
**Wafa ABDUL RAUF**

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**Kingdom of Bahrain.**

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**DOB: 30<sup>th</sup> May 1992 | Nationality: Pakistani**

**Key skill: sound knowledge of *Bahrain Legislations*.**



### **WORK EXPERIENCE:**

Company	Designation	Year
<b>DAME Accessories DAME Salon &amp; Spa</b>	<b>Human Resource &amp; Administration Manager</b>	<b>Present</b>
<b>Novotel Al Dana Resort</b>	<b>Human Resource &amp; Training Coordinator</b>	<b>November 2015 – October 2017</b>
<b>Elite Car Rental</b>	<b>Human Resource &amp; Accounts Assistant</b>	<b>March 2012 – October 2015</b>

**DAME ACCESSORIES  
DAME SALON & SPA  
Kingdom of Bahrain  
Employee workforce: 65-80.**

#### **Job responsibilities: Human Resource Manager.**

- Created a strong team presence, with consistent achievement in motivating and engaging employees building top performing teams in the organization improving employee retention and working relationships in all departments.
- Designed and Implemented a new HR On-Boarding Program.
- Initiated exuberant creative ways to motivate employees by introducing customer service awards, Employee Appreciation Days, Acts of Kindness, etc.
- Created Monthly Newsletters and arranged monthly employee events.
- Conducted New Hire Orientation, Exit Interviews and Leave of Absences.
- Mediate and conflict resolution on employee issues using current policies and disciplinary actions
- Processed layoffs during reduction in force i.e. gratuity/ final settlements.
- Developed an internship program, including creating requisitions and salary guidelines
- Contributed to the development and implementation of new policies and procedures best suitable for the restaurant and café.
- Worked closely with management to determine staffing requirements, identified and recommended potential candidates for both facilities
- Preparation of employee offer letters, employment contracts.
- Process all visa applications via LMRA portal.
- Interviewed team members and leadership; observed team meetings, created team building exercises and mandatory training.

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- Co-authored company's employee handbook outlining payroll, background checks, benefits, company policies, breaks, vacation, and performance expectations for exempt and non-exempt employees
- Reduced company medical insurance premiums through negotiations with broker and provided a much-improved benefits plan, which boosted employee morale and increased retention
- Advised management on complex employment law issues to resolve issue consistently and fairly.
- Coached head of departments on supervisory skills to increase communications, clarify expectations and improve performance.
- Collaborated with Department Managers to review vacant positions, reallocate staff duties, and streamline procedures

**NOVOTEL Al Dana Resort.  
Kingdom of Bahrain  
Employee workforce: 130-160**

**Job responsibilities: Human Resource & Training Coordinator.**

- Assisted with the Human Resource manager in ensuring that policies and procedures are in line with the current legislation, trends along with best practices in the HR field.
- Processing LMRS visa applications for employment/dependent/visit visa.
- Following up on payments for GOSI / Insurance invoices.
- Assisted in the implementation of hotel rules and regulations, the grievance and disciplinary procedures, HR reporting's for management's use in accordance with corporate and government requirements.
- Updated and maintained employee personal files, annual reviews, Job descriptions etc.
- Ensured operative and supervisory requirement needs are met, screen and recommend applicants for employment in the hotel in accordance with position and candidate profiles.
- Deputized the HRM in his absence and undertook any ad hoc duties/ projects as requested.
- Assisting with HR submission of reports for annual auditing.
- Participation in the annual training budget/plans.
- Assessing training needs for new and existing employees.
- Identifying internal and external training programs to address competency gaps. (SWOT Analysis)
- Facilitate learning through a variety of delivery methods including classroom instruction, on-the-job coaching. I have successfully completed more than 80 hours of in-house training.
- Talent management of employees using various tools to evaluate and identity STAR TALENT.
- Coordinate off-site training activities for employees.
- Track and report on training outcomes.
- All other administration duties assigned by the human resource manager.
- Providing constructive feedback to program participants and management.

**Elite Car Rental.**  
**Kingdom of Bahrain**  
**Employee workforce: 90-110**

**Job responsibilities: Human Resource & Accounts Assistant.**

- Preparing statutory accounts, batch reports and income reports.
- Quotation, Purchase order, Invoice and payment processing.
- Ensuring all supplier invoices are filed accurately and timely.
- Answering customer phone calls, emails, resolving queries, e-tickets.
- Handling and writing cheques.
- Receiving and processing all invoices, expense forms and requests for payment.
- Managing petty cash transactions, data entries into excel.
- Dealing with LMRA applications, Immigration, and Social Insurance Coverage for 120 expats and Bahraini employees for new visa work permits, local transfer, and termination.
- Writing official letters to MOH, MOL, Traffic Directorate, BAC etc.
- Preparing employment contracts for new joiners.
- Handling health insurance for staff over 120 employees.
- Booking of airline tickets for employees.

**QUALIFICATIONS:**

University/ School	Degree	Details
Accor Academy	Trainer's Dimension	Development of latest techniques to deliver training.
Ernst & Young	CIMA	Certificate Level – Professional Level (completed all 15 examinations)
SKANS – School of Accountancy.	FIA	Advanced Diploma, UK
Sacred Heart School	GCE O' Levels	High School

**LANGUAGES & KEY SKILLS:**

- English /Urdu/ Hindi – Expert
- French – Moderate
- Employee Selection & Development
- Networking and building employee relations.
- Cultural oriented.
- Employment Law
- Recruitment & Onboarding
- Organizational Communication / Charts / Grading systems.
- Developing Training Programs