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PROFILE SUMMARY

A strategic Bilingual HR candidate with more 8 than years' experience in different areas such as Recruiting, Reward and Employment Relations covering countries of the region. I built extensive hands-on experience improving process analysis using the problem-solving methodology in order to better the process in assisting and hiring the highest caliber. Proven success in aligning and taking ownership in HR activities with organizational goals delivering customer service excellence both internally and externally. Worked in close liaison with other HR functions like Consulting Management Team, Finance & IT, Induction and HR Operations for on-boarding. As an Arabic speaker handling countries under my scope such as UAE, KSA, Jordan & Lebanon. Experienced in a variety of business segments and on different job disciplines for multinational FMCG (e.g Tetra Pak , Management Consultancy(Booz & Co formerly Strategy & , Bain & Co and Lastly Boston Consulting Group), & Education sector(New York Uni Abu Dhabi).

I am a passionate, hardworking and happy character looking forward to settling my career within the Education Industry to better my need to return back to the community and help with the Human capital division as the industry becomes one of the leading worldwide.

Specialties: Multitasking, Process Driver, Personal Data, Position Evaluation, Reports, SAP,Employment Relation, Recruitment & Selection, Talent Acquisition, Interview Schedules & Leadership Interaction, Lead training for Leadership & soft skills on HR systems for internal clients. Been part of up to 20 colleagues in a multicultural HR team representing and assisting other offices including Universities and cohorts across the clusters. Budget & Strategy driven within the HR field with yearly targets and KPI's. Great continuous communication to employees and senior management in forms of discussions, interviews and meetings to meet their requirements. Review and follow-up on all ad-hoc with an assistant handling the operational administrative work working on future improvement plans.

Seeking a flexible position within the HR team, that provides me with the opportunity to excel & deliver ultimate results.

PERSONAL DATA

Date of Birth: 12/05/1989

Marital Status: Married

Nationality: British

Visa Status: Husband's Visa

PROFESSIONAL EXPERIENCE

The Boston Consulting Group, Management Consulting, Dubai, UAE

(July 2017 – Present)

Recruiter

Region Coverage:CEMA / WESA – Fresh Grad / Summer Intern Junior Hiring



- Manage Permanent and Visiting Associate hiring for U.S, Saudization and the UK recruiting activities (screening applications, interview campaign, invite/reject decisions, prepares offers, organizes entire follow-up process)
- Manage day to day work allocation of Recruitment Assistant teams as needed
- Led recruitment events on behalf of BCG at Universities or Coffee Chats
- Create a List of candidates, VAs, interns, Summer Consultants, Fast Forwarders (including Ambassador Program and outing)
- Collaborate interviewers and Channel Captains on Strategy for each year, and the event core group
- Perform and analyze account and channel support within the context of marketing/branding (takes care of foundations and conducts foundation events, cooperates with student organizations)
- Coordinate for changes and identifies areas for improvement in recruitment process
- Conduct & Design BA/ VA / JA marketing activities including Print outs and Flyers to Attract Students
- Handles recruiting press relations
- Enhance and update the Talent Acquisition Website of BCG ME.
- Middle East Recruitment Team Branding preparation
- Coordinate activities with other European and U.S. offices
- Full Informative understand and awareness on the university landscape
- Organize and conducts Launch Pads and events at European and U.S. accounts
- Create a Strategic plan for the entire follow-up process for the VA and Perm pipelines and in the context of U.S. and European recruiting Along with the Consulting Allocated team that encourage and are in touch with these universities
- Organize and conduct road shows, workshops, fairs, mega-events, etc.

- Plan and monitors budget for recruitment department along with other Recruiters.

Tetra Pak FZE- Manufacturing, Packaging, Dubai, UAE

(November 2013 – July 2017)

HR Direct ,Global SAP Personal Data and HR Intranet

GMEA Central Master Data Super User & HR Direct Advisor (Arabic Speaking Countries)



Achievements:

- Developed HR local policies and procedures and best practice on recruitment and Job position requirements
- Managed 18 countries on central employment master data (SAP)
- Scheduled cluster training programme delivery and administration control of Mandatory training such as Soft Skills, Safety , First aid & ISO
- Monitored and managed a team of Intranet Editors on content
- Interacted and managed innovative ideas and customer-centric thinking within MEA for policies
- Lead process gap meetings on global mobility, relocation, reward & resourcing procedures & HR direct guidelines
- Advanced my communication skills via diverse client groups and writing succinct correspondence and reports on headcount & employment data for HRBP's and other functions like finance & communication.
- Managed recruitment processes via coordinating start up meeting with Hiring manager to assess the position evaluation/job evaluations & requisitions and writing employment letters
- Coordinated with line managers on negotiated terms & conditions of HR core services of employees
- Attained HR Direct skills in Expense Concur SAP Entry for New Joiners, headcount & cost center allocator, transfers, reward & compensation, hiring, promotion & exit system practicalities
- Developed activities and work processes in master data to ensure high efficiency and service delivery per SLA's and KPI's
- HR Direct operator acting as the primary HR Service Centre interface towards employees and managers and make sure that HR related errands are solved and qualitative HR information is spread in the organization timely
- Cross office coordination with global teams to further enhance and solve local and international employee's relocations, repatriations and other requirements

Bain & Co

(Jun 2013 - Nov 2013)

Managing Assistant - Temp Coverage

Financial Sector team



- Manage their diary- Managers' diary management including leveraging managers' time
- Answer Managers' Client calls- Building and maintaining strong working relationships with key client contacts
- Organize Travel & Travel coordination- Coordinate case team admin
- Timesheet & Expenses
- Contacts management
- Meeting roadmap-Logistical support for all meetings, conferences and workshops
- Wrap up-Technical support, including PowerPoint, Word, Excel and online research
- General support, including processing time and expense submissions, filing and other ad hoc tasks
- Assisting Managers with their non-consulting internal assignments
- Extensive liaison within the consultant teams, with fellow MAs, EAs and all other departments
- Assist in the case team 'kick-off' and 'wrap-up' processes
- All case team administration, including contact management and meeting scheduling
- Attendance at case team 'kick-off' meetings, and where appropriate, other case team meetings during the case
- Assist the case team with travel bookings
- Organising case team events, sourcing venues and activities
- Occasionally - Personal travel,restaurant or theatre bookings & arrange travel for the team

New York University, Abu Dhabi, UAE

(March 2013- May 2013)

HR Assistant

Faculty Affairs, Contract Project



- Collected information for hiring faculty appointments via drafting, tracking, and distribution
- PRO interaction for work permits – following up on security clearance for researcher appointments
- Dealt with housing & monetary/non-monetary benefit inquiries and issues
- Managed contract renewals & contract amendments
- Administrative duties via updating and scanning files for filing, booking cars, stationary, organizing documents and labelling the filing for HR Provost Office
- Created learning and development brochures for new joiners & worked on booklets for new arrivals
- Liaised with new candidates and the rest of the HR Process in the provost department, security and visa procedures along with housing and compensation and benefit
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Booz & Co., Dubai, UAE

(March 2010- February 2013)

- Assisted new joiners and planning their on-boarding
- Coordinated with PRO team for visa processes for all employees
- Organised social committee events and end of year party
- Took part in managing the moving project from DIC to Al Fattan Tower
- Organised and maintained diaries, appointments & travel requirements
- Managed incoming email, faxes and post, often corresponding on behalf of their manager

EDUCATION

George Washington University – HR Managing Projects (Online Course) (2014)

City of Westminster College, London, UK – OCR Business Administration (2007- 2009)

Grade: Higher Merit

Major: Marketing & Minor: Recruitment & Selection with Finance

Modern English School / St. Fatima Language School - IGCSE – High School
(1992 – 2006)

EXTRACURRICULAR ACTIVITIES

BCG

(July 2017 – Present)

Involvement in the Clean up the beach initiative and collection for used clothes

Participant and contributor, Play for smiles, Kenya, Nairobi

(2015 – Present)

- Play For Smiles is a foundation that aims to improve the lives of children living in vulnerable areas of society through providing them with access to durable shelters, nutritious food, clean drinking water, a comprehensive education and playing.
- Improve the living conditions and quality of life of underprivileged children by developing projects that improve their quality of life focusing on health, education, nutrition and better lifestyle.

**Participants of the Cancer Research Team, Modern English School, Cairo, Egypt
(September 01 - June 04)**

Volunteer

- Coordinated with different NGO's in order to help make the world a better place
- Organized many activities such as the cancer festival

- Collected money through charity events such as selling old goods, from friends and relatives to build a new hospital for the cancer team
- Enhanced my creativity skills through singing in the school choir at the cancer festival
- Gained leadership skills by implementing sports activities such as football and basketball tournaments during the festival

Draw a Smile, London, UK **(April 2011 – 2013)**

Part-time Volunteer

Participated & organized events to raise funds for projects in Cairo

Marwa Fayed Toy Run, UAE **(2010 -2011)**

- Collected used toys to send to families in need
- Wrapping gifts for Eid & Christmas and delivering to poor families & camps

Flea 4 Charity, Dubai, UAE **(June 2012 – Present)**

Part-time Volunteer and Supporter

Raised awareness & implemented projects for three annual events for Unprivileged kids Ajman Charity School

Participated in supporting different disastrous projects around the world in cooperation with the Red Crescent

SKILLS

IT Microsoft Word, Excel, Access, PowerPoint, Outlook, SAP, CRM Interaction Centre -EIC Ticketing System, Taleo Work Day System, Success Factors, CAD – Cisco Agent Desktop telephone system, Cisco Finesse, Internal Leave Management System & Evivo – Hotel Booking System

Languages Fluent spoken and written English and Arabic

Personal Skills Strong presentation, communication, leadership, planning, time management, and selling skills. Strong analytical and problem-solving skills, fast learning capabilities, multitasked and goal-oriented

Certification Tetra Pak HR Foundation Course, Harvard Soft Skills 8 Course, Excel & PowerPoint – Advanced Certification, Managing Projects –George Washington Uni, Communicating Effectively–s Tetra Pak Academy, Conflict Management & Time Management

Professional Skills Mastering screening criteria, Job Descriptions, Budgeting, Achieved Honors & Awards – exceeded KPIs in less than 6 months, profile completion and employee engagement project improvement in communication within HR (Standardizing response templates) & options of handling overseas clients & interview options, Intranet Content Officer, Job Mapping implement grading & a new SAP focal point

REFERENCES

All references are available upon request