

KHADIJAH ALI ABDULLA

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HUMAN RESOURCE MANAGEMENT PROFESSIONAL

■ PROFILE OVERVIEW

About Me:

- **An insightful front-runner with 6 years** in supporting holistic HR functions & aligning the key components that underpin a successful business-driven HR advantage. The distinction in human resources, creating and continuously improving HR processes focused on corporate and employee success, and driving the meticulous decisive processes that lead to sustained growth.
- Strong HR management credentials in presenting the right blend of leadership, HR industry fundamentals, and strong management expertise to support HR policies, structures, and processes.
- Excellent knowledge of UAE Labor law as am a member of NAFIS youth council 2023
- Catalyst for building strong talent pools, customer-centric leadership teams, and top-tier performance cultures.
- A distinguished career reflects continual advancement, valuable and diversified leadership experience, and consistent achievements in driving cost-effective strategies, programs, and initiatives that produce dynamic business results.
- Played a key role and successfully solved employees related issues and dealing with government related things.
- Accustomed to working with people with varied cultural backgrounds and promoting multi-skilled team competencies via nurturing mentorship and inspirational leadership within a fast-paced, commercially driven environment.

Skill Set:



Strategic Planning



People Management



Human Resource Management



Business Administration



Learning and Development



Team Management



Liaison & Coordination

■ EMPLOYMENT OUTLINE

Oct 2018 – Present with Emiratization at Masafi Company L.L.C as Human Resources (People and Culture) Manager

Key Accountabilities:

- Develop and implement a dynamic human resources strategy that enables the overall business plan and long-term strategic growth. Establish an organizational structure and talent strategy to accomplish the long-term growth plans.
- Pivotal in managing all the employees in the production lines - sales - supply chain, and all the departments - security (gate control)
- Successfully arrange events and initiatives to the employees (employee engagement) such as Arabic courses and awareness sessions about culture and labor. Provide overall leadership and guidance to the HR function by overseeing talent acquisition, career development, succession planning, retention, learning, leadership development, and compensation & benefits.
- Develop the organization's human capital through career path planning, including cross-training and developmental assignments that allow individuals to achieve their maximum potential.
- Prepare and maintain a pipeline of qualified candidates that continues into a structured interviewing and evaluation process.
- Ensure the team continues learning and developing, including implementing the learning initiatives.

Feb 2017 – Oct 2018 with Masafi Company L.L.C as Call Center Sales Coordinator

Key Accountabilities:

- Tracked call times and average handle time to ensure that customer service standards were being met
- Interviewed candidates and hired new employees as needed
- Worked with the director to develop training materials and schedules to ensure all agents were trained
- Recorded details about each call, including dates, times, issues discussed, outcomes, and follow-up actions
- Scheduled agents' shifts and provided support during call centre operations
- Monitored call quality to ensure that agents were providing high-quality customer service

Volunteer in CEPA Exam at Fujairah Women's College

■ EDUCATION CREDENTIALS

- Bachelor's degree in business administration (Human Resources) - Fujairah Higher College of Technology (September 2010 - June 2015).
- High school graduate – Masafi School for Girls (87.1%).
- Certificate of business entrepreneurship and innovation (Wharton competition).
- IELTS - International English Language Testing System – band five.
- Course in International Business - Webster University – Greece/ Athens Campus. (13 April 2015 –28 April 2015)
- Certified Internal Auditor – CIA course part 1, from ADGMA, May 2022 (Present)

■ TRAINING

- Customer service – Call centre training (Jan 2017)
- Handling customer complaints training (Sep 2017)
- Communication skills training (Aug 2017)
- FSSC 22000 V5 Food Safety Management System Introduction and Transition course. (29 January 2020)
- Certificate of Risk and crisis management strategies (10-12 May 2020)

■ LICENSE OR CERTIFICATION

- CHRP – CHRM (Certified as Human Resources Manager from American certification Institute) – Blue Ocean Management Training. (19th Nov 2020 – 18th Dec 2020)
- Certified trainer TOT – (GATD Reg. No: CT02002) - Global Academy for Training & Development UK (May 2021)
- Certified First Aider - American Safety & Health Institute Basic First Aid (G2015), April 2021

■ PERSONAL DOSSIER

Date of Birth: 19th March 1992 | **Nationality:** Emirati with Family book
Location: Fujairah - Masafi

-References and other documents available upon request