

CV

MAJED JUNID

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CAREER OBJECTIVE

A competent professional with over 9 years of comprehensive experience in Human Resource, Client Servicing, Research & Public Relations. Demonstrated ability to quickly learn organizational processes, workflows, policies and procedures of the company. Deftness in implementing processes in line with the pre-set guidelines. Proficient in managing workflows, & procedure for running successful process operations & ensuring that the process surpasses achievement of delivery & service quality norms for all clients/colleagues.

CERTIFICATE

- **Diploma's Degree** : Banking & Commerce – Syria – 2007


SKILLS & QUALIFICATION

Languages:

- **English** Read, write & speak
- **Arabic** Read, write & speak
- ERP System user, HRMS Payroll Processing.
- Ability to Work in a Team Environment.
- Microsoft Excel, Word & PowerPoint and MS Office Programs.
- Liaison with Embassies and all Government Bodies including Central Bank, Police for branch Security System.
- Commendable work attendance and availability.
- Proficient interpersonal and communication skills.

PROFESSIONAL EXPERIENCE

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 **October 2014 up present**

Al Fardan Exchange & AL Fardan Group of Companies

Human Resource Specialist

Duties and responsibilities:

- Process the monthly payroll for Al Fardan Group (7 companies), ensuring accuracy and timely completion.
- Prepare and process Salary SIF files in compliance with MOHRE standards.
- Maintain monthly salary reconciliation reports, including updates for salary changes, new joiners, leavers, and other earnings.
- Overtime management, including processing additions and deductions.
- Manage annual leave, leave balances, and rejoining updates.
- Process employee separation, exit procedures, and final settlement computations.
- Prepare HR internal process notes and justifications for employee requests.
- Handle employee documents filing (both hard and soft copies) and ensure accurate data entry into HRMS.
- Activate clearance processes for leave and passport release.
- Follow up with the PRO team for visa processing, cancellations, and UAE National work permits.
- Maintain Emiratization percentage as per CBUAE and MOHRE standards.
- Arrange monthly contributions for UAE & GCC employees to Pension Authorities.
- Process employee benefits, payments, travel support allowances, and medical insurance.
- Update employee data in the HRMS and CBUAE Tawteen System.
- Maintain records of benefits plans participation, insurance, pension plans, promotions, transfers, performance reviews, and terminations.
- Address employee grievances, handle requests, and manage staff correspondence.
- Build a positive work environment and resolve employee relations issues.
- Advise department managers on company policies related to equal employment opportunities, employment law, compensation, and benefits.
- Implement and maintain HR policies and procedures aligned with company goals.
- Prepare, update, and maintain HR strategies, policies, and procedures.
- Conduct employee investigations in collaboration with the Risk Control & Fraud Prevention Department.
- Organize team-building activities and employee engagement initiatives.
- Recommend best HR practices and business methods to enhance employee satisfaction and performance.
- Resolve legal issues in collaboration with the Human Resource Management.
- Stay updated with the latest trends in HR strategies and employee benefits.

April 2010 up October 2014

Al Fardan Exchange & AL Fardan Group of Companies

Public Relation Officer

Duties and responsibilities:

- Responsible for obtaining trade license for new branches its documentation.
- Process of trade license, renewal by arranging all documentation.
- Register tenancy contract with municipality.
- Tenancy contract renewal of branch and company properties.
- Application for electricity and water and follow up.
- Initial approval from economic department.
- Renewal of chamber of commerce certificate and collection Approval for security alarm, surveillance system, civil defense.
- Collection of inspection certificate from civil defense, police, etc...
- Arrange security inspection by police.
- Arranging central bank inspection.
- Supervision, coordination and follow up with contractor for interior work of new branch.
- Visiting / follow up with police station / department. For various other legal documentation/ necessities as and when needed.
- Visiting ministry of labor, immigration department and/ or other government, offices as and when required.
- Responsible for typing of all legal correspondence with government, department, authorities.
- Responsible for maintaining / filling of all legal documents and paper work.
- Typing of new visa application with MOL and immigration, and new application for labor card and labor contract.
- Application for visa and labor card renewal and application for labor medical checkup.
- Keeping track of visa and labor card expiry date, update record and follow up.
- Maintaining visa and labor card expenses account.
- Visiting MOL, immigration offices as and when required, collection of medical report and visa delivery to airport.
- CNIA security permits for oil and Gas Company

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February 2008 up April 2010

Portacabin Company Prefab Houses & Décor LLC (SHARJAH)

Public Relation Officer

Duties and responsibilities:

- Arrange visa (work permit, visit visa, visa transfer, cancellation, renewal etc.) for expatriates.
- Schedule staff's visa, medical test, process health card & coordinating with other internal and external departments.
- Make case for absconding employees.
- Collect all appropriate documentation necessary for visa and permits required to be processed.
- Process release/return of employee passport.
- Submit report/notice to HR Manager/ Finance Manager & CEO one month before visa expiration of employee to avoid fines.
- Ensure all visas, medical and labour permits are up to date and arrange timely renewal.
- Follow up with the Management in case there is complaint from Labor Office/ Court.
- Process renewal of Trade License, Chamber of Commerce, Immigration Card, Post Office, Immigration
- Box, Industrial License & PRO Card.
- Attest tenancy contract with municipality & SEWA and cancellation of same.
- Process cancellation of vehicle registration card and coordinate with police traffic department in case of accidents
- Process Certificate of Origin for cabins to be delivered outside UAE.
- Process Road Permit for cabin deliveries for Abu Dhabi and outside UAE.
- Control employee passports
- Provide admin support as needed.
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January 2007 February 2008

Portacabin Company Prefab Houses & Décor LLC

Customer Service Representative

Duties and responsibilities:

- Attend to customers promptly and delivering "Friendly and Attentive Service".
- Follow up on customers' requests / complaints; ensure our customer remains Satisfied.

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- Follow up and make sure to meet all the commitments made to the customers as Promised.
- Perform at the levels expected by management by attaining the sales goals. Serves as point of contact for customer issues, and deal with them in a polite Manner to assess and analyze the situations.
- Effectively manage time and prioritize responsibilities with a positive attitude and strong interpersonal skills.
- Assist the customers in finalizing the loan procedures for the purchases.
- Monitor & report on areas of operational interest & ensure efficient flow of communication.
- Prepare & submit various daily reports for the department.
- Receive all complaints & work orders logged by customers & ensure that they are communicated to the concerned staff for further action.
- Ensure that appropriate service is provided to all customers through proper Communication & well-mannered approach.

March 2004 - October 2007

Trainee

- **Ipsos Company** worked as field researcher and data auditor as trainee.
- **Al Malek Restaurant** worked as a Cashier and Sales Man as trainee.
- **Lord Fashion Shop** worked as a sales man as trainee.

Personal Information

Date of Birth: 01/01/1986

Gender : Male

Nationality: Syrian

Visa Status: Residence Visa

Residence Location: Dubai, United Arab Emirates

Marital Status : Married

Driving License: Valid U.A.E Driving License

Reference: Available upon request

*Thank you
Majed Junid*