

# NADA ALYAFEI

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CROSS-FUNCTIONAL TEAM LEADER | ANALYTICAL PROBLEM SOLVER | INNOVATIVE BUSINESS PROFESSIONAL

## SUMMARY OF QUALIFICATIONS

- Accomplished and results-driven Human Resources professional with extensive experience in people and performance management, talent scouting, leadership training programs development, payroll and employee strategic planning.
- Proven track record of success in developing HR strategies and developing them into policies and procedures to deliver business objectives, including employee retention programs, pension plan provision, medical insurance scheme provision, financial records, Manpower planning and legal compliance.
- Analytical planner who is skilled at identifying and isolating Human Resource challenges, as well as devising solutions to resolutely mitigate business, employee and client issues.

## PROFESSIONAL EXPERIENCE

*QATAR POST – NATIONAL POSTAL SERVICES COMPANY*

*Doha, Qatar*

### **HEAD OF HUMAN RESOURCES PLANNING**

**JUN 2018 - PRESENT**

*Lead and execute the formulation, implementation and the delivery of complex Human Resources strategies, and develop recruiting policies and manpower plans to achieve the organization's ambitious goals to provide best-in class postal services across Qatar and embrace advent of Digital Life. Report to the Human Capital Director, and provide training and development to direct and indirect employees.*

- Plan, develop, execute, and evaluate incumbent's roles and the performance of the human resources planning division, while facilitating the organization's strategic goals and achievements through effective HR planning, people, and change management, whilst overseeing the implementation of work contracts for new employees
- Develop and present the manpower and recruitment plan, including the quarter plan, to the Director of Human Capital for the inclusion into the overall budget of the management division, and then to the Qatar Post annual Business plan
- Direct and lead the development of the organization's HR policies and procedures as well as improving the standard terms and conditions for recruitment and ensure all policies are legally compliant across the company
- Collaborate cross-functionally with the IT team and system developers to optimize the human resources system through SAP environment while ensuring the HR model is compatible with the standard division's operations
- Liaise with management teams and business partners to execute recruitment activities, and oversee the recruitment operations' quality and staff performance; develop and facilitate onboarding and retention programs for new staff
- Define and select external recruiting agencies when necessary, and collaborate with the recruiting team during the screening phase, while directing the probation period evaluation operations for new employees in collaboration with business managers
- Conduct external personal interviews with resigning employees to review and evaluate their issues and reasons for leaving their positions. Present the interviews' results to Qatar Post board management for policy changes and decision-making
- Served as the Head of Training at the Department of Training and Leadership Development of Qatar Post to plan, develop, manage, and evaluate the services and the division's performance; led the development operation of training needs and created the required schedule, while presenting the training budget to the Development division Director

### **DEPUTY HEAD PAYROLL**

**JUL 2017 – JUN 2018**

*Directed the overall operations of payroll management and financial records by administering the employee's monthly salaries, annual incentives and bonuses in a timely and secure manner, while ensuring payroll ledgers were in line with the latest HR policies.*

- Collaborated with the Human Capital Director to create payroll ledgers and report any payment issues according to the Qatar Post human resources policies, while regularly reporting to the Director on current activities/performance and plans against set objectives and targets
- Provided support to the internal and external auditors during the end of each fiscal year, while ensuring the regulatory compliance of the General Retirement and Social Insurance Authority (GRSIA) ledgers were in line with Qatari pensions
- Presented inputs during the process of formulating and revising the organization's human resources procedures and policies; communicated with teams to ensure transparency and achieve a scalable performance for the entire division
- Conducted regular reviews to evaluate the department's performance, and liaised with Director of Human Capital to address any work-related issues and obstacles, while providing development training to direct and indirect staff
- Released on-demand salary certificates for employees, and reacted to staff inquiries and questions regarding deductions, cash payments, promotions, accounts, and other payroll matters

### **PAYROLL SUPERVISOR**

**Aug 2010 – Mar 2017**

Provided Supervisory support and direction to the payroll and compensation team for processing and disbursing Qatar Post employees' salaries through gathering and creating accurate ledgers of the employee's incomes, leaves, and attendance, in line with the HR policies.

- Collected information such as pay slips and related data from contracts of the newly joined employee's to precisely input the data into company's resource planning system, whilst maintaining and bookkeeping all staff record salaries
- Evaluated the records of employee's attendance, extra hours' wages, annual leaves, and medical reports prior to delivery to the Payroll Analyst and the Database Manager
- Investigated and reconciled any data errors and contradictions related to payroll such as working hours' schedules, shift hours, departure hours, and salaries to ensure transparency and accuracy in accordance to the working standards
- Handled the entire process of filling in the employee's questionnaires and documents with accurate data for the Benefit's Department, while collaborating with the Payroll System Analyst and Database Admin for salaries review and accuracy
- Revised medical insurance invoices by coordinating regularly with insurance company's representatives to provide expense reports for all employees, and establish a payment memorandum to the Financial Affairs Board

## **AREAS OF EXPERTISE**

**Leadership**— Project & Program Management | People Operations | Performance Management | Talent Development | Coaching & Mentorship | Strategic Planning | Executive Reporting | Cross-Cultural Collaboration Communication

**Human Resources Operations**— Employee Engagement | Employee Relations | Recruiting, Interviewing, Induction, Onboarding | HR Benefits Compliance | Conflict Resolution | Process Improvement | Data Analysis | Policy Development | Case Investigations | Compensation | Talent Acquisition | Legal Compliance | Payroll Processing | Change Management | Leave & Promotion Management | Employee Grievance & Discipline | Job Description Creation | Manpower Requisition

**Technical**— SAP (MAWARED) | Oracle | MCSE | IC DL | A+ | Microsoft Office Suite

**Languages**— Arabic (Native) | English (Advanced)

## **MEMBERSHIPS**

SHRM (Society for Human Resource Management) Middle East and North Africa | Scientific Accounting Association in Qatar university | Recruitment Committee at Qatar Post | Health, Safety, and Quality Committee at Qatar Post | Employee Relation Committee | The Organization Structure Committee | Commercial & Technical Evaluation of Insurance |

## **TRAINING & CERTIFICATES**

IELTS | OHSMS ISO 45001 Lead Auditor | Professional Leadership Diploma from Oxford Training College London | Training Specialist from Cambridge Training College | TOT from MEGA for Management Training | TOT from SIS Academy Professional Training | Training Specialist from Arabian Global Academy for T&D | TOT from the General Union of Administrative and Social Services (Committee of the Union of Human Development Trainers) | TOT from HR Sigma International Council for Human Resources Development | TOT from Atlanta University | Training Specialist from Atlanta University | TOT from Sofara Tania Global Academy | TOT from Canadian International Foundation from Training and Consulting | Training specialist from Canadian In Terminational Foundation from Training and Consulting | Training Specialist from Oxford training college London | Training of Trainers from 12-21/9/2020 from Cambridge international College for management Training | Training of Trainers from 20/10/2020 from Bristol Academy for education Sciences | The Ashridge & Qatar Post-Management Development Program | Dean's List of Qatar's Community College for Meeting the Highest Scholastic Achievement in 2014/15/16/17.

## **Education**

DOHA INSTITUTE FOR GRADUATE STUDIES | DOHA, QATAR

**Master of Public Administration (Administrative Development) (Merit Honor 3.73)**

2021

UNIVERSITY OF ABERDEEN | ABERDEEN, SCOTLAND

**Master of Business Administration (Second honor)**

2020

COMMUNITY COLLEGE OF QATAR | QATAR

**Bachelor of Arts in Public Administration (Highest Honor 3.90)**

2017

**Diploma in Public Administration (Highest Honor 3.89)**

2016

**Diploma Associate of Arts in English (Highest Honor 3.91)**

2015