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Dubai, UAE



EGYPT



UAE



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EDUCATION

- ❖ Bachelor of Business Administration: Business Administration
Bachelor of Commerce - Business Administration,
CAIRO, September 2002 - May 2004

Diploma of Business Administration : Human Resources
Faculty of Commerce - Ain Shams University , EGYPT,
September 2013 - April 2014

Master of Business Administration: Human

ABD-ELAZIM ELSAYED SHABAN

PROFESSIONAL SUMMARY

Professional HR Manager demonstrating expertise in organising orientations and training. Approachable, diplomatic, and discerning in dealing with employees. Committed to increasing employee retention and retaining company culture. Dynamic professional with background in business management, human resources and finance. Accomplished in managing conflict resolutions to maintain employee morale. Aspiring to strengthen staff and organisation performance. Perceptive individual with initiative to obtain knowledge in hiring, training and development of employees. Keen in improving succession planning and employee experience. Devoted to provide impactful workplace and fostering environment for employees. Intuitive student searching for HR position to enrich interpersonal skills. Geared up to help others develop goals and career growth. Committed to work with team and cultivate healthy work environment. Motivated HR Manager with background overseeing HR policies and procedures while supervising department staff. Expert at directing wide-ranging human resources responsibilities by tackling, prioritizing and delegating tasks to staff. Focus on remaining competitive among industry companies by creating desirable culture and programs. To seek and maintain full-time position that offers professional challenges utilizing interpersonal skills, excellent time management and problem-solving skills.

WORK HISTORY

July 2017 - June 2023

Shabab Al Ahli Company - Head of Human Resources, Dubai, UAE

- Planned, organised and managed recruitment and selection processes, consistently meeting budget targets and recruitment goals.
- Oversaw recruitment process and onboarded [2205]+ new staff.
- Updated HR policies and documentation in line with legislative developments and GDPR requirements to ensure compliance.
- Answered questions from employees regarding health benefits and retirement plan options.
- Automated employee performance evaluation reminders for senior leadership.
- Advised top management on appropriate employee corrective actions.
- Collaborated with entire human resource department to discuss new ways to recruit top talent.
- Improved employee productivity and organisational effectiveness by reviewing processes for optimal HR service delivery.
- Partnered with management to establish workplace safety curriculum for training and education purposes.

Resources - Student No.: EU-STUD192

USA Eton University, UAE,
May 2023 - Current

Faculty of Commerce : CAME-
PMC Certificate - Center of
Research and Statistical
Studies

Ain Shams University ,
CAIRO, April 2014 - October
2014

LANGUAGES

Arabic

Fluent

English

Upper intermediate

- Communicated and enforced HR policies to team members, cultivating compliant and satisfied workforce.
- Instructed employees on drug abuse and prevention programmes to enhance staff knowledge and awareness.
- Organised company-wide team-building events to boost employee morale.
- Delivered consistent and reliable administration through strategic planning and coordination of HR functions.
- Addressed employee conflicts, following corporate procedures for timely resolution.
- Built and cultivated lasting rapport with employees, peers and upper management.
- Oversaw exit interviews and off-boarding process for resigned and terminated employees.
- Liaised with senior leadership by chairing committee meetings to share and implement best practices.
- Used staff survey findings to implement enhanced working conditions and practices.
- Wrote and maintained employee handbook covering company policies and mission statement.
- Improved business HR policies by guiding and collaborating with managers.
- Developed bonus and incentive programmes to drive employee performance.
- Analysed market data to create competitive compensation and benefits packages.
- Oversaw job fairs to bring in local talent for long-term and seasonal positions.
- Conducted workforce planning and benchmarking to meet company needs.
- Held company-wide town hall meetings to convey updates.
- Designed industry-leading employee engagement and recognition programmes.
- Recruited, hired and trained new employees to optimise profitability.
- Monitored evolving regulatory changes and parameters to maintain operational compliance.
- Created succession plans and promotion paths for staff.
- Led high-performing teams and developed organisational leadership capacity.
- Educated line managers on policy and process changes for implementation.
- Provided strategic direction for human resources management team.
- Advised line managers on correct disciplinary procedures for compliant issue resolution.
- Assessed new staff eligibility through rigorous reference and right-to-work checks.
- Reduced staff turnover through improved performance development programmes.
- Facilitated new hire on-boarding programme by scheduling training initiatives, resolving issues and processing paperwork.
- Maintained precise, detailed staff and company records for thorough reference.
- Managed performance appraisal systems and policies.
- Implemented diversity, equity and inclusion initiatives to boost employee engagement and retention.
- Monitored processes and procedures, making sure that the company met compliance regulations.
- Supported stockholders by generating and interpreting business information to encourage informed business decision-making.

- Prepared and submitted planning appraisals, statements for site-related developments and changes and Certificates of Lawfulness.
- Drew on understanding of key markets to push development of business strategies.
- Updated sales strategies using data to improve standard team practices.
- Computed payable hours tax withholdings and deductions for employees.
- Evaluated discrepancies and rectified payroll errors.
- Integrated cost accounting methodology into daily practices.
- Managed employee records on database to maintain accuracy and updated information.
- Assigned payroll and tax forms and requested employees to submit before deadline.
- Collaborated with HR department to streamline employee data.
- Liaised with union officials to resolve issues with member payroll.
- Updated employee pay information to reflect correct base pay and special entitlements.
- Generated employee wage and benefit payments via physical cheque or electronic transfer.

April 2022 - Current

UAE Arbitration Center - Arbitrator and Conciliator - HR - Member, Dubai, UAE

- Acted as point of contact for uncertainties regarding handling of [63] issues.
- Adhered to legal regulations when conducting investigations or giving advice.
- Handled official documents to maintain privacy, authenticity and accuracy.
- Opened communication channels with other officials to encourage productive dialogue.
- Structured legal information to help increase awareness and understanding.
- Recommended measures to increase compliance to official legislation.
- Facilitated official agreements to resolve disagreements.
- Coordinated smooth property transfers by organising paperwork and keeping to tight deadlines.
- Resolved disputes as independent and objective party.
- Advised clients on legal aspects of [63] problems.
- Protected clients' interests when providing legal advice.
- Provided advice to gracefully handle and de-escalate conflict.
- Followed procedure to perform legal functions successfully.
- Investigated cases to reach resolution or conclusion.
- Maintained impartiality when serving as mediator.
- Created legal documents and contracts for official use.
- Responded to time-sensitive queries quickly for fast resolution.
- Observed official policies and procedures to be fully compliant.

July 2012 - June 2017

Al-Shabab Al-Arabi Company - Human Resources Generalist, Dubai, UAE

- Completed termination paperwork and exit interviews.
- Proactively planned current and future workforce needs to meet demands of departments.
- Keep up-to-date with the latest HR trends to apply best practices.
- Supported development and execution of programmes, policies and procedures to align with vision of company.
- Explained vacation days and paid time off benefits to employees.
- Collected time cards and processed payroll for staff on time.

- Facilitated smooth onboarding process for new hires by providing orientations, packets and instructions.
- Provided urgent response to managers on matters relating to delinquent employees.
- Facilitated training sessions and seminars for on-boarding employee procedures.
- Advertised job postings online to acquire ideal applicants.
- Briefed employees regarding health and life insurance programmes.
- Mentored management teams to accelerate career growth and development
- Managed compliance of compensation and benefit documentation of employees.
- Documented and maintained digital files of employees to standardise process.
- Generated employee development plans and monitored performance of newly-hired staff.
- Composed job description and salary ranges for various job titles.
- Organised orientations, events and activities for employee well-being.
- Communicated with line managers to address queries and concerns and support internal and external requests.
- Cultivated database of potential hires by networking with candidates on LinkedIn.
- Screened ideal candidates, conducted reference and background checks and issued employment contracts, managing entire recruitment process.

June 2009 - July 2012

Al Rams Sports and Cultural Club - HR and Administrative Officer, Ras Al Khaimah , UAE

- Managed performance appraisal systems and policies.
- Planned, organised and managed recruitment and selection processes, consistently meeting budget targets and recruitment goals.
- Updated HR policies and documentation in line with legislative developments and GDPR requirements to ensure compliance.
- Oversaw recruitment process and onboarded new staff.
- Implemented diversity, equity and inclusion initiatives to boost employee engagement and retention.
- Communicated and enforced HR policies to team members, cultivating compliant and satisfied workforce.
- Partnered with management to establish workplace safety curriculum for training and education purposes.
- Answered questions from employees regarding health benefits and retirement plan options.
- Collaborated with entire human resource department to discuss new ways to recruit top talent.
- Addressed employee conflicts, following corporate procedures for timely resolution.
- Delivered consistent and reliable administration through strategic planning and coordination of HR functions.
- Organised company-wide team-building events to boost employee morale.
- Advised top management on appropriate employee corrective actions.
- Instructed employees on drug abuse and prevention programmes to enhance staff knowledge and awareness.
- Improved employee productivity and organisational effectiveness by reviewing processes for optimal HR service delivery.
- Liaised with senior leadership by chairing committee meetings to share and implement best practices.

- Built and cultivated lasting rapport with employees, peers and upper management.
- Oversaw exit interviews and off-boarding process for resigned and terminated employees.
- Automated employee performance evaluation reminders for senior leadership.
- Negotiated terms of employment for staff and contractor agreements.
- Implemented improved staff development initiatives for maximised employee retention.
- Wrote employee references for staff leaving company positions.
- Interviewed and hired staff fitting job and team requirements.
- Assessed employee capabilities and development areas to maximise individual potential.
- Provided one-to-one coaching sessions to identify relevant training opportunities.
- Advised on contract and salary obligations to meet business and employee requirements.
- Investigated and documented workplace grievances to eliminate future incidents.
- Led staff satisfaction surveys to identify improvement areas and implement strategic solutions.
- Analysed team performance and productivity data to identify vocational training requirements.
- Evaluated company performance reports to identify personnel inefficiencies.
- Established personnel policy and processes to meet key business objectives.
- Enhanced workplace equality through tactical recruitment and training development.
- Coordinated staff performance and productivity assessments.
- Led payroll teams in verifying prompt, accurate staff and freelancer payments.
- Maintained up-to-date knowledge of HR legislation for continued regulatory compliance.
- Developed robust recruitment processes for high-performing operational teams.
- Built positive relationships with recruiters to source external job candidates.
- Reduced staff turnover through improved training and incentive schemes.
- Coordinated reference and background checks for compliance with right-to-work guidelines.

July 2006 - May 2009

Ramses Preparatory School for Boys - HR Officer, CAIRO, EGYPT

- Assisted in employment relations case work such , seeking positive outcomes.
- Managed contracts and referencing, carrying out thorough, relevant checks to enable swift processes.
- Provided internal and external stakeholders with professional, compliant HR support for smooth-running [SCHOOL] processes.
- Monitored company HR data and trends to assess productivity against strategy and goals.
- Worked closely , aiding HR improvements and strategy for continued development of best practices.
- Ensured accurate, efficient HR administration focused on recruitment, payroll and benefits support.

- Carried out new-starter HR briefings, providing up-to-date advice on best company practices for consistent staff compliance.
- Oversaw recruitment process and onboarded The new staff.
- Implemented diversity, equity and inclusion initiatives to boost employee engagement and retention.
- Managed performance appraisal systems and policies.
- Updated HR policies and documentation in line with legislative developments and GDPR requirements to ensure compliance.
- Automated employee performance evaluation reminders for senior leadership.
- Planned, organised and managed recruitment and selection processes, consistently meeting budget targets and recruitment goals.
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- Delivered consistent and reliable administration through strategic planning and coordination of HR functions.
- Improved employee productivity and organisational effectiveness by reviewing processes for optimal HR service delivery.

SKILLS

- Evidence collection and review
- Remains handling
- Investigatory documentation
- Medical history analysis
- Record-keeping
- Toxicological analysis
- Talent management
- Training development
- Wages and salary
- Benefits and compensation
- Training and mentoring
- Contract Negotiation
- Candidate Sourcing
- Pre-Employment Screening
- Organizational Development
- Recruitment
- Team Building
- Risk management
- File and records management

CERTIFICATIONS

- UAE Pro League Committee - Asian Licensing System
Certified HR Manager Program
Grade: Excellent -2014
- Member of the Dubai Sports Day Organizing Committee 2023 - UAE National Olympic Committee
- Member of the Committee of Structuring - Merging Clubs (Shabab - Al-Ahly - Dubai)
- Member/Rapporteur of the Remuneration and Contracts Committee - Shabab Al Ahli Club
- Member/Rapporteur of the Administrative Violations Committee - Shabab Al Ahli Club
- Member of the Quality and Excellence Committee - Sports Excellence File - Dubai Sports Council
- ISO 9001 Documentation Officer
- Member of the Committee of Discussing HR Regulations of Dubai Clubs
- Member of the Organizing Committee of the meeting of the Egyptian Minister of Youth and Sports (Dr. Ashraf Sobhi) - EXPO 2020
- Member of the Procurement and Contracts Committee - Al-Shabab Al-Arabi Club
- Member of the Dubai Club Festival Organizing Committee - Al-Shabab Al-Arabi Club - Control Officer
- Member of the Committee of Awards, External Participations and the Preparation of Rules and Regulations
- Member of Emirates Volunteers - Membership No.: 1119

Courses and Workshops: -

- Professional Certificate in HR Management
- Athlete Contract Program
- Marketing and sponsorship of sports companies
- Consequences of termination of contracts
- Performance management, goal setting and evaluation
- Artificial intelligence and digitization of sports institutions
- Preparing and developing HR policies and procedures
- International and National Arbitration Conference
- Job description and analysis and structures preparation
- Organizational and legal structure of sports entities
- Modern strategies in HR development
- Specialized Course in HR - Excellent grade
- Specialized Course in HR - Very good grade
- Certificate of participation in the awareness course on the concepts and requirements of the Integrated Management System (IMS) (Quality - Environment - Occupational Safety and Health)
- Participating in Dubai Human Development Award - updated standards for the year 2013
- The art of dealing with superiors and subordinates
- Passing the internal auditor course of ISO9001 quality management system, ISO14001 environmental management

system, and OHASAS18001 occupational health and safety system, according to the requirements of ISO19001 standard

- Certificate of Participation - workshop on the electronic system for managing players' affairs
 - ICDL computer course
 - Creativity Forum of Mohammed Bin Rashid Al Maktoum Creative Sports Award
 - English Course FROM LEVEL 3 TO LEVEL 6
 - Course in Modern Secretarial and Office Management - Excellent
 - Computer course in WINDOWS, WORD, EXCEL, POWERPOINT and INTERNET
 - Sharjah First HR Conference - Human Capital and Sustainable Human Development - under the auspices of His Highness Sheikh Dr. Sultan bin Muhammad Al Qasimi, Ruler of Sharjah
 - Sharjah Second HR Conference - Social responsibility of the private sector in supporting human resources.
 - Sharjah Third HR Conference - HR Empowerment
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Policies/Regulations prepared: -

- List of travel tickets - Shabab Al Ahli
 - Conflict of interest declaration form - Shabab Al Ahli
 - HR policy - Al-Shabab Al-Arabi
 - HR policy - Shabab Al Ahli
 - HR policy for LaLiga Football Academy
 - Operational plan - Policy guide - HR - Shabab Al Ahli
 - Guidebook for the new employee
 - HR Procedures Guide
 - Setting up operations for all organizational units and departments
 - Job Description Guide and Analysis
 - Organizational Departments Tasks Guide
 - Organizational structures (Al-Shabab Al-Arabi -Shabab Al Ahli)
 - Job classification and description
 - Main participant in preparing regulations of (finance/procurement/list of job powers)
 - Preparing a draft powers guide
 - Holding the Football Companies Week - Dubai Sports Council - Holding 8 training courses – 2023
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Personal Skills:

- Strong personality with communication skills
- Ability to work under pressure to meet deadlines
- Continuous search for renewing the practical and scientific life
- Focusing on achieving or exceeding targets and developing the business
- High ability to deal with computer programs.
- Good negotiator and listener
- Familiar with all laws related to the field of work with their updates.