

Amal Issa

Mobile: +961 3 502601, Email: issaamal@hotmail.com, Nationality: Lebanese
Hazmieh, Lebanon

A dynamic and motivated leader with more than 13 years of experience in the HR & Organization Development Field. I have managed the recruitment, performance appraisal, training & development, and employee relations for different business field including Publishing, Printing, Education, Hospitality, Sports, and Power.

EDUCATION

Nov. 2021 - Present	LEBANESE AMERICAN UNIVERSITY EMBA
Sept. 2003 – June 2006	AMERICAN UNIVERSITY OF BEIRUT BA – Public Administration
Sept. 1995 – June 2002	INTL. SCHOOL OF CHOUEIFAT - SABIS Lebanese Baccalaureate “Sociology and Economics”

WORK EXPERIENCE

February 01, 2014 - Present	Head of HR/ Quality Manager – Tahseen Khayat Group <ul style="list-style-type: none">- Identify and develop strategic HR needs for the different BUs of Khayat Group (Publishing, Printing, Hospitality, Power, Sports).- Develop workforce strategy models for the business units in the UAE & Iraq-Erbil.- Prepare HR budget and analyze HR costs.- Identify, evaluate, and resolve human relations, employee morale, work performance, and organizational productivity concerns.- Manage and oversee the implementation of business performance system.- Manage employees' compensation, and benefits (payroll system).- Develop standard work, policies, procedures, and business process communications.- Set & monitor the quality file (Objectives, internal audit plan, communication plan, etc....).- Manage the nonconformity & corrective action procedure.
April 01, 2012 – January 31, 2014	HR Operations Manager – Tahseen Khayat Group <ul style="list-style-type: none">- Conduct job analysis exercises and update employees' roles, responsibilities, duties, and competencies.- Develop competency model for Khayat Group, BUs, departments, and functions.- Develop job descriptions and role profiles for all employees.- Develop career path and maps for all job families and positions.- Monitor the Implementation of HR handbook, processes, policies, and procedures (e.g., recruitment, etc.).
January 01, 2011 – March 2012	Talent Management Supervisor – Tahseen Khayat Group <ul style="list-style-type: none">- Prepare role and competency model for position/department.- Create and implement communications strategy and programs that help employees understand how to develop and grow their careers.- Evaluate and redesign current recruiting structure, practices, and processes to ensure the right talent, in the right place at the right time.- Handle on-boarding & orientation.- Develop succession strategy to retain key talent, identify talent gaps, and develop strategy to close talent gaps.- Handle the planning of training courses required to meet individual development needs.- Manage & process performance & reward management.
March 09, 2009 – December 2010	Assistant HR Manager – Tahseen Khayat Group <ul style="list-style-type: none">- Handle and control employees' attendance, leaves, and NSSF related papers.- Assist in the recruitment process by: Screening CVs, arranging, and conducting interviews.

June 2007 – May 2008	<ul style="list-style-type: none"> - Orient new recruits on the new job as well as the policies and procedures, in addition to internal rules and work instructions. - Prepare and implement HR policies. - Prepare and process the new employees': Job application, job description, employment letter, and action plan. - Plan and arrange the employees' yearly training courses. - Follow up on employees' requests. - Hearing and resolving employees' grievances. - Maintain & update employees' data (SETS) files and the HR filing system. - Assist with the day-to-day efficient operation of the HR office. - Handle the payroll process: preparing & processing employees' salaries. <p>Al Sawan – Qatar Airways Executive Secretary</p> <ul style="list-style-type: none"> - Provide secretarial support to the Area Manager. - Coordinate marketing plans and activities with the local marketing agency and Head Office. - Handle all HR related activities. - Follow-up on passengers' complaints, and handle Frequent Flyer Program
----------------------	---

Certificates

October 01, 2020-Ongoing	<p>Udemy</p> <ul style="list-style-type: none"> - Emotional Intelligence (EQ) – Practitioner Certificate.
February 13, 2016	<p>ISO Liban</p> <ul style="list-style-type: none"> - Certificate of Attendance - ISO 9001:2015 FOUNDATION & ISO 19011:2011 Internal Auditor Training Course.
October 6, 2011	<p>Lebanese American University</p> <ul style="list-style-type: none"> - Certificate of Attendance – Lebanese Labor Law.
January 2011 – June 2011	<p>Lebanese American University</p> <ul style="list-style-type: none"> - Certificate of Appreciation – PHR.
November 11–14, 2009	<p>Morgan International Lebanon S.A.L</p> <ul style="list-style-type: none"> - Certificate of Completion - Essentials of HRM.

SKILLS AND ABILITIES

- Effective Leadership, Communication, Interpersonal and Problem-Solving skills.
- Languages: Good in English, Fair in French
- Computer skills: Word, Excel, PowerPoint, Outlook, SETS