

Basel Fawaz

Human Resources Officer

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Lebanese

Personal Profile

Dedicated and results-driven HR professional with a proven track record in overseeing human resources functions in a dynamic restaurant environment. Demonstrated expertise in advising staff and managers on HR policies, payroll management, strategic workforce planning, and recruitment, while ensuring compliance with legal regulations. Adept at fostering a positive organizational culture and contributing to employee engagement. Excellent communication and organizational skills with a commitment to achieving high standards of efficiency.

Experience

Positions:

- Human Resources Officer, Aljawad restaurant, October 2022 till present day
- Human Resources Supervisor, Gray Mackenzie, 2024 (Dual Employment)
- HR Internship, Evolve solution, 180 hours, 2022
- Front of the House manager at Fit District Gym, 2018-2020

Qualifications:

- Managed end-to-end recruitment processes for F&B teams, ensuring the right talent fit for operational needs.
- Oversaw employee relations, resolving workplace concerns and fostering a positive and collaborative environment.
- Administered compensation, benefits, and payroll, ensuring accuracy and compliance with labor regulations.
- Implemented performance management systems, driving employee growth and productivity.
- Developed HR policies and procedures tailored to the fast-paced F&B industry.
- Conducted training programs to enhance staff skills and align with company objectives.
- Supported management in aligning HR strategies with organizational goals in the F&B sector.

Achievements:

- Coordinating recruitment efforts for the new branch, including creating job descriptions, posting job openings, and screening and interviewing candidates for various positions.
- Analysing recruitment and retention data to improve HR processes and procedures, resulting in a 20% increase in employee retention and a 15% decrease in recruitment costs.
- Revamped the performance review process, shifting to a more continuous feedback model that led to a 10% improvement in employee productivity and job satisfaction.
- Led the implementation of a new Human Resources Information System (HRIS) that centralized employee data, improved reporting capabilities.
- Successfully ensured compliance with local labor laws and regulations, reducing potential legal risks and avoiding any violations during routine audits.
- Conducted a comprehensive market analysis and adjusted compensation packages, leading to a 15% increase in job offer acceptance rates.
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Academic Background

- **Bachelor Degree in Human Resource Management**, Beirut, Lebanon, 2019- 2022

Certificates and Trainings

- The fundamentals of digital marketing by Google
- Human resources program by forge
- How to build and scale a fully remote onboarding process by SHRM
- Strategies to maximize workplace success by SHRM
- Organizational Agility by SHRM

- Giving Helpful Feedback by Coursera
- Human resource management principles, Edrak
- Advanced skills in Excel, Edrak

Core Competencies and Skills

- Languages: English (proficient), Arabic (native)
- Communication Skills
- Recruitment and talent acquisition
- Payroll processing
- Employee relations
- Policy development
- Decision Making
- Critical Thinking
- Coaching and mentoring
- Organization and Problem solving
- Financial Analysis
- Time- Management and Punctuation
- Teamwork
- Microsoft Office Tools (Word, Excel, Outlook)