

Professional Summary

Operations and People Manager with 8+ years of experience leading HR, administration, executive support, and business operations across international and remote environments. Proven expertise in recruitment, process improvement, workforce management, SOP development, vendor relations, and executive support. Skilled at optimizing operations, improving efficiency, and supporting organizational growth.

Professional Experience

Office & People Manager (HR & Administration Manager) | Exuma Resort Developers LTD/ Fort Partners – Norman's Cay Island, The Bahamas | Dec 2024 – Feb 2026

- Led HR and administrative operations for a workforce of 120+ employees in a remote island development environment.
- Prepared employment contracts, offer letters, and onboarding documentation for new hires.
- Maintained and updated personnel files (physical & digital), ensuring accuracy, compliance, and proper archiving.
- Administered TimeClock Plus to manage employee attendance, overtime, leave, compensation, and labor cost allocation, producing accurate workforce reports and supporting operational decision-making through Excel analysis.
- Coordinated monthly payroll preparation by validating employee records, timesheets, and payroll documentation, ensuring accuracy and compliance in partnership with the Finance department.
- Coordinated work permits, visas, and legal documentation in compliance with labor regulations.
- Managed employee relations matters and supported disciplinary processes in coordination with management.
- Developed and maintained HR dashboards and Excel trackers for recruitment, leave management, headcount, payroll reconciliation, and workforce reporting, supporting data-driven decision-making.
- Coordinated employee insurance processes and followed up on claims and coverage.
- Supported onboarding and orientation of new staff to ensure smooth integration.
- Contributed to HR process improvements and administrative system organization.
- Supported crisis management procedures and site safety coordination in a remote environment.
- Planned and organized employee engagement initiatives and internal functions to enhance workplace satisfaction, morale, and overall employee happiness.

Operations & Executive Coordinator | International Multi-Branch Operations & Team Leadership | Saiid Kobeisy Wellness | Oct 2022 – Sep 2024

- Oversaw Wellness company-wide operations and executive support functions, driving organizational efficiency through strategic coordination of departments, budgets, communications, logistics, vendor partnerships, administrative processes, and executive scheduling.

- Designed and implemented operational frameworks and SOPs that enhanced workflow consistency, improved accountability, and reduced inefficiencies by 20%.
- Utilized Microsoft Dynamics 365 Business Central (ERP) to support accounting processes, monitor project costs, track ROI, and generate financial and operational reports for management.
- Led project administration and stakeholder management, overseeing client communications, contract coordination, VIP event planning, scheduling, financial documentation, inventory control, database management, reporting, and cross-functional collaboration.
- Utilized Business Pack HR to manage employee records, recruitment activities, onboarding, payroll support, compensation tracking, leave administration, and HR reporting, ensuring accurate employee data and efficient HR operations.
- Partnered with leadership to support business operations, media planning and content review, Wordpress backend website management, branch management activities, vendor negotiations, and organizational initiatives, ensuring the seamless execution of projects and strategic objectives.

Travel Consultant & Administrative Manager | M-Travelling | Sep 2019 – Sep 2022

- Managed complex international travel logistics, visa processing, and itinerary planning for corporate and private clients.
- Managed invoicing, payments, and reporting.
- Maintained filing systems and data backups.
- Provided customer service and administrative support.

Assistant Branch Manager | The Laser Clinic – Zalka | Nov 2018 – Sep 2019

- Managed operations, communication, and client services.
- Processed payments, reports, and inventory.
- Supported sales and exceeded targets through upselling by 40%.
- Supervised a team of 12 technicians, overseeing scheduling, performance, and daily operations

Office Coordinator | Golden Land Real Estate | Jul 2017 – Jul 2018

- Coordinated front-office operations by handling client communications, managing records, and delivering exceptional reception services.
- Streamlined document management processes through efficient filing, data backup, and record-keeping practices.
- Assisted with budget tracking and expense management while supporting social media activities to enhance brand visibility and engagement.

Education & Professional Development:

- Bachelor of Business Administration (BBA), Business Management – La Sagesse University
- Introduction to Project Management Professional (PMP®) – Project Management Fundamentals & Professional Practices (Completed July 2026)
- The Surf Club Onboarding, Orientation & Standards: Excellence in Words, Actions & Attitude – RVS Hospitality (Completed November 2025, Bahamas)
- Business Analysis & Process Management – Coursera Project Network (October 2024)
- The Fundamentals of Digital Marketing – Google Digital Garage (Completed May 2020)