

Sara Al-Muhaisen
5A Hassan Abu Amra Street, Amman, Jordan | +962 (0)7 99281218|
Sara.muhaissen123@hotmail.com

SKILLS AND EXPERTISE

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- Languages: Arabic (native), English (advanced professional proficiency)
 - Excellent verbal and written communication skills, experienced trainer, and public speaker.
 - Human Resources (HR Policies, Recruitment process, Jordanian labor law).
 - Excellent Knowledge in MS and HR programs (Bamboo HR System, Workable Recruiter System, LinkedIn Recruiter, Mena Itech System).
 - Operational and Managerial skills.
 - Excellent public relations skills.
 - Finance skills (Annual budgets, Benefits and Payroll).
 - Attention to details.
 - Great problem-solving skills.
 - Decision making.

PROFESSIONAL EXPERIENCE

Pharma International Company **Senior Human Resources Officer**

Amman, Jordan
June 2022-Till Now

- Ensure organizational initiatives and projects are successfully communicated to employees
- Prepare strategic communication plan for company
- Respond to feedback from staff and adjust communications content accordingly
- Develop and execute a strategic internal and executive communications plan Manage the company's internal communications channels
- Work with marketing to publish timely company information, such as memos and company directives
- Ensure workers are engaged in company initiatives.
- delivering and overseeing the training of individuals or groups of employees
- Designing and assessing training programs.
- Design and expand training and development programs based on the needs of the organization and the individual
- Consider the costs of planned programs and keep within budgets
- Develop effective induction programs for new staff, apprentices and graduate trainees

Bayut.com **Office Manager**

Amman, Jordan
September 2019-June 2022

- Managing and leading an office with 50 employees through day-to-day problem solving.
- Ensure the requirements of the strategic planning and budgeting exercises and performance appraisal processes for the office are met.
- Maintain effective and efficient office procedures to support the smooth operations of the Office.
- Ensure the smooth and adequate flow of information within the company to facilitate other business operations.
- Delegating tasks to junior employees.
- Ensuring that health and safety policies are implemented and up to date.
- Prepare comprehensive job specifications and adverts.
- Working with line manager on disciplinary and grievances.
- Managing office budgets.
- Maintain constant communication with management, staff, and vendors to ensure proper operations of the organization.
- Ensure operational activities remain on time and within a defined budget.
- Work closely with legal and safety departments to make sure activities remain compliant.
- Conduct budget reviews and report cost plans to upper management.

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Human Resources Officer

- Monitoring of staff attendance records, departures, vacations, and absences.
- Interview applicants about their experience, education, and skills.
- Provide current and prospective employees with information about policies, job duties, salaries, benefits.
- Advising and coaching managers on employee relations issues.
- Prepare the annual salary, social security, and health insurance budget.
- Manage the employee performance appraisal process.
- On-boarding and Off-boarding the employees.
- Prepare hiring documents according to the terms of the contract and ensure that all new employees receive a copy of the employee handbook.
- Organizing induction programs for new employees.
- Create an organization-wide recruitment plan based on the recruitment needs of all Business Units.
- Negotiate job offers with new recruits.
- Match candidates to available positions.

800 SAT Center,
Human Resources Officer

Amman, Jordan
January 2018 – September 2018

- Participating in recruitment efforts.
- Processing payroll.
- Responsible for all the annual and sick leaves of the employees.
- Day to day problem solving.
- Responsible for Processing of all paper works related to ministry of Labor.

The University of Jordan
Bachelor of Social Work

Amman, Jordan
July 2017

National Diploma
Information Technology Stream

Amman, Jordan
July 2012

CERTIFICATIONS AND TRAININGS

Youthpass
European voluntary services in Erasmus+

Gaziantep, Turkey
January 2019 – March 2019

Human Resources Management Diploma
Middle East University

Amman, Jordan
April 2017- October 2017