

# Maya Joseph Matar

## Summary

Results-driven, goal oriented Human Resources professional skilled in strategic planning to establish model performance expectations, manage change and transition, improve workplace environment and enhance staff morale. A resourceful and well-rounded team player with more than 10 years of experience in diversified Human Resources aspects skilled in providing sound advice and counsel to ensure compliance with company policies and procedures as well as GCC labor laws.

## Competencies

|                                     |                            |
|-------------------------------------|----------------------------|
| Hiring and Retention                | Employee Relations         |
| Labor agreements and Administration | Planning and Budgeting     |
| Training and Development            | Compensation and Benefits  |
| Performance Management              | Organizational Development |

## Achievements

- Initiated revision of outdated employee handbook and developed more than 15 HR policies and procedures.
- Played a leading role in Amana winning the Taqdeer award in its first launch in 2016 and the coming years. Initiated and submitted for the Taqdeer Award for Al Ashram Contracting in 2020.
- Utilized modern teaching methods such as e-learning and team learning which increased internal training and knowledge share by 100%.
- Designed and implemented new benefit programs that resulted in major savings.
- Initiated creative ways to enhance employees' engagement by introducing Employee of The Month, Monthly Newsletters, Employee Events.... which reduced turn over by 3%.
- Reduced monthly over time payment by 11% by controlling manpower allocation.
- Created asset inventory process to unify assets across the company which reduced waste and cost.
- Reduced Turnover rate by 5% by offering competitive benefits.
- Championed successful Audit and ISO cycles (2019-2020) that led to the renewal of ISO certifications and Audit reports with zero (0) NCRs.
- Developed extensive labor relations strategy which improved productivity.

## Work Experience

Al Ashram Contracting L.L.C. - Corporate Office (Dubai - UAE)  
January 2019 – Present – Human Resources and Administration Director

Al Ashram is one of the UAE's leading construction companies. For more than 40 years AAC have played a key role in the growth of the UAE and helped to define the skyline of this progressive nation.

- Developing organization strategies by identifying and researching Human Resources issues; analysis and recommendations to organization strategic thinking and direction.
- Developing emergency plan in reaction to COVID-19 outbreak to maintain company's operations and employee engagement.
- Implementing Human Resources strategies by establishing department accountabilities, including talent acquisition, staffing, compensation and benefits, health and welfare benefits, training and development, succession planning, employee relations and retention and labor relations.
- Developing Human Resources operations' financial strategies by estimating, forecasting and anticipating requirements, trends and variances, developing action plans, measuring and analyzing results and initiating corrective actions.
- Guiding Management and Employee actions by researching, developing, writing, and updating policies, procedures, methods, and guidelines; communicating and enforcing organization values.
- Managing company labor camps' operations' budget, maintenance and compliance to authorities and HSE regulations.

Amana Group – Corporate Office (Dubai - UAE)  
January 2012 – Present – Human Resources Manager

Amana is the regional leader in the design-build of industrial and commercial facilities, with over 1500 buildings constructed across the region. Structured in a decentralized manner, the company is able to respond to its clients' needs in a very quick and efficient manner.

- Work closely with top management to integrate the Human Resource Function within the overall business operating strategy.
- Ensure that the business is legally compliant in all its employment activities.
- Administer, direct, review and analyze employee benefit programs to maintain competitiveness and attractiveness.
- Lead corporate project teams for implementation of employee online self-service modules.

**May 2010 – January 2012- Senior Human Resources Officer – Human Resources Projects**

- Conduct internal HR Audit to highlight performance gaps and adopt correction measures.
- Develop credential guidelines along with training plan to enhance career development and learning and development.
- Develop Group Job Descriptions to guarantee employees perfect direction towards what is expected from them to maintain competitiveness and continuity.
- Design the basic compensation structures in the organization (grading system, job evaluation system, job description policy, promotion policy, etc) aligned with the corporate culture and values.

**Amana Group – Dubai Office (Dubai - UAE)  
September 2007 – May 2010 – Senior Human Resources Officer**

- Manage the Personnel and Administration Department in the absence of the manager.
- Develop, with line managers, staff requirements in terms of numbers and skill levels.
- Ensure the processing of new hires, temporary workers, transfers, promotions and terminations is accurate and timely.
- Handle trade license renewal and related issues.
- Interpret and advise on employment legislation.

**Pro Bono Work**

**Jesuit Refugee Services-Regional Office (Beirut-Lebanon)**

**September 2013-January 2014- Regional Human Resources Manager**

The Jesuit Refugee Service (JRS) is an international Catholic organization that aids refugees, forcibly displaced people, and asylum seekers. JRS operates at national and regional levels; JRS has programs in 51 countries, in mid-2008, JRS set up in the Middle East, attending to Iraqi refugees.

- Develop Human Resources Policies for the regional office.
- Responsible for JRS registration in the Lebanese government.
- Develop a life insurance scheme for volunteers and employees in Syria.
- Develop a medical insurance scheme for all employees and volunteers.
- Prepare training needs' analysis, set budget for it and organize trainings in coordination with International Office in Rome.
- Meet with press, donors, volunteers and others to represent and introduce them to JRS.

**Academic Qualifications**

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|--------------------|-----------------------------------------------------------------------------------------------------|
| <b>2005 - 2007</b> | Notre Dame University – Lebanon<br>MBA- Business Administration with Human Resources specialization |
| <b>2002- 2005</b>  | Université Saint Joseph – Lebanon<br>Bachelor in International Relations and history                |

References and Recommendation Letters

Available upon request.