

**Mai Yousif Salih Taha**  
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## **PROFILE**

I believe that I can communicate effectively at all levels and for a wide variety of purposes and I feel that I am able to communicate and understand people from a variety of backgrounds.

I gain during my experience a practical understanding to the business needs within some of organizations I worked for. Highly effective at incorporating creative leadership skills to achieve business objectives. Direct projects that improve efficiency while meeting deadlines and budget requirements.

## **KEY SKILLS**

- Strong effective communicator in writing, business presentations and in interpersonal communication.
- Highly developed, demonstrated teamwork skills.
- Demonstrates a high degree of confidentiality and unusual common sense.
- Knowledge of HR functions such as employment law and employee relations, etc.
- Demonstrated ability to see the big picture and provide useful and strategic advice and input across the company and on the senior executive team.
- Ability to lead in an environment of constant change.
- Languages: English and Arabic (reading and writing), basic French.
- Confident internet user.
- Multi-Tasking.
- Attention to Details.
- Computer Literate.
- Self-Development.
- Being competitive as well as cooperative.
- Presentation skills.

- Stress & time Management.

### **KEY ACHIEVEMENTS**

- Reduce employee turnover by 20% through implementation of new incentive program and bonus structure.
- Increase employee retention through providing good benefit packages and career development program.
- Established a grade level process for each job as well as performance management approach for all levels.

### **WORK EXPERIENCE**

#### **HR Manager | Franco Pinto Co.**

**Jan 2020 to Jun 2020**

Handling all HR functions.

#### **HR Manager | Remit exchange. Oct 2019 to Jan 2020**

Developed HR department within the company and evaluate other business units in term of how's the HR functions are implemented effectively.

#### **HR & Admin Manager | Darwish Brothers Co.**

**Jun 2016 to Oct 2019**

- Responsible for providing support in the various human resource functions, which include recruitment, staffing, L&D, performance monitoring and employee counselling.
- Responsible for the office and operations management of the organization, by implementing various systems and maintaining positive relationships with vendors, clients, and internal staff.

#### **HR Manager | AKC -Sudan.**

**Apr 2015 to Jun 2015**

- Responsible for effective and fast recruitment processes both internally and externally.
- Active use of recruitment tools, coordination with departments for interviews.
- Automated (vacations, end of service calculation, hiring, termination, leaves, transfers, or promotions and all Employees Related-Social Insurance).

**HR Supervisor (Part Time) | Tangerine Restaurant & Lounge- Sudan      Dec 2014 to Mar 2015**

Handling all HR functions.

**HR Supervisor (Part Time) | Ritz Restaurant & Lounge- Sudan      Apr 2014 to Jul 2014**

- Provide support to HR department and Administrative works.
- Assist in new hire orientation and settlement into the company.
- Collate documents forms for new hires.
- Contributes to a safe working environment through effective housekeeping and enforcement of clean desk policy.
- Dealing with all enquiries, handling all HR functions and provide general information to job applicants regarding HR procedure.
- Preparing the Payroll and other Benefits.

**HR Specialist | FaridaMS Co.-Sudan      Aug 2013 to Aug 2017**

- Administer employees' data (including Master Sheet), files and records and ensure they are accurate and updated.
- Manage leave plan and ensure plans are executed as planned and reported accurately.
- Manage employees' end of service process and liaise with related parties to ensure that identified entitlements are provided on time.
- Daily monitoring of employee's attendance to prepare weekly and monthly attendance reports.
- Prepares and updates monthly records of employees relating to annual leave, sick leave, etc.
- Updates information on employee files, cards and all HR records,
- Open files for new employees receives & file copies of required documents and ensure that the new hire checklist is completed and filed.
- Prepares employee introduction letters for opening new bank accounts.
- Issues employment contracts to newly hired employees, renewal letters to contract employee & termination letters.
- Manage the new hires to complete the required recruitment forms and documents including referral to medical examination.
- Handling recruitment & selection Process (Internal and External).
- Consultations (Salary Survey – Restructuring).
- Overview the sales report and evaluate any conflict could affect the team performance.

- Participate on the medical conference located at Germany.
- Preparing the Payroll and other Benefits.

**Training Coordinator | CTC Group-Sudan.**

**Jun 2011 to Jun 2013**

- Design and delivery of skills development training programs.
- Delivery the annual training plan.
- Provide support to supervisors and staff to develop their skills and capabilities.
- Coordinate training sessions to staff according to their needs.
- Evaluate staff feedback towards programs.
- Evaluate the impact of the T&D.
- Joining the internal audit team within the group.

**Training Coordinator | International Centre of Quality (ICQ)- Sudan.**

**Feb 2011 to Mar 2011**

- Participated on the 7th conference of HR located in Sudan.

**Training Coordinator | Arab Administrative Development Organization,CAIRO-SUDAN.**

**Jan 2010 to Dec 2010**

- Responsible of all administration duties within Sudan Customs and follow up staff performance.
- Arrange programs between Cairo & Sudan.
- Assist on nominating staff to specific program.

**Training and sales coordinator | Ola Training Services & HR development -SUDAN.**

- Design and delivery of skills development training events.
- Assist with the design and delivery of the annual training event.
- Coordinate the sessions.
- Evaluate customer & tutor's feedback.
- Establish new program to the training pool.
- Acting GM.

**Trainee Relation Admin | New Horizons (Computer Learning Centers) -QATAR.  
Jan 2009**

**Sep 2008 to**

- · Presentation about the roles for the trainees and data entry.
- · Printing exams required by the instructors.
- · Making evaluations every week for the trainees and the instructors.
- · Follow up & print the certificates.

### **EDUCATION & QUALIFICATIONS**

Sudan University of Science & Technology - B.Sc. of Management Information System, Second Class

2007.

### **ADDITIONAL INFORMATION**

Training/professional certificates: CIPD Associate Membership 2019, Advanced Excel [2013], Identify Training Needs & Analysis [2013], Technical Report writing [2013], Internal QMS Auditor Training Course [2012], Performance Management [2012], Certified Business Professional [2008], Self-Leading Skills [2008].

### **REFERENCES**

References available on request.