

SUMAIRA YASMIN

WORK EXPERIENCE / WORK HISTORY

Feb2024 -Present: **General Manager - HR and Operations**
Aiza Cleaning & Maintenance Services W.L.L. Location: Manama, Bahrain



Jan2020 -Jan 31, 2024: **Head of Human Resources & Compliance**
G4S Secure Solutions Bahrain W.L.L Location: Manama, Bahrain
 AML Specialist, Administration, Facility Management, Quality Control, HSE, & Risk Assessment / Security services operations



July 2018 – Dec 2019 **Head of HR & HSE and Interim Managing Director**
G4S Secure Solutions Bahrain W.L.L Location: Manama, Bahrain

December 2009 - June 2018 **Manager Human Resource**
G4S Secure Solutions Bahrain W.L.L Location: Manama, Bahrain

July 2007 - October 2009 **National Manager Human Resource**
G4S Wackenhut Pakistan (Pvt) Ltd Location: Karachi, Pakistan

May 2004 - June 2007 **Assistant Manager Human Resource**
G4S Wackenhut Pakistan (Pvt) Ltd Location: Karachi, Pakistan

May 2003 - May 2004 **Human Resources Officer**
G4S Wackenhut Pakistan (Pvt) Ltd Location: Karachi, Pakistan

March 2002 - April 2003 **Business Development Executive**
Standard Chartered Bank Location: Karachi, Pakistan



EDUCATION

2004 - 2005 **Master in Business Administration MBA**

Specialization: **Human Resource** GPA:3.8/4
 Preston Institute of Management Science & Technology

2001 - 2003 **Master in Business Administration MBA**
 Specialization: **Marketing** GPA:3.9/4 (Gold Medalist)

Preston Institute of Management Science & Technology
 1998 - 2000 **Bachelor of Science (BSC)**

Karachi University – Pakistan - Score: 1st Division

PROFESSIONAL TRAININGS & WORKSHOPS

2023- **Finance Act 2017: Corporate Criminal Offences of failing to prevent facilitation of tax evasion**

2023- **SHE Incident investigation training**

2023- **G4S Academy Generalist Training**

2023 - **Hazard Identification and Risk Assessment (HIRA)**

2023-2022 **Certified Anti- Money Laundering Specialist (ACAMS)**

2016 - 2018 **NEBOSH International Diploma in Occupational Health and Safety**

2016 **Risk Assessment course – SHEilds Ltd**

2014 **NEBOSH International General Certification in Occupational Health and Safety - UK**

2014 **Shaping the market** workshop (ELDP) training/ workshop
 Organized by G4S Regional office in Dubai

July 2014 **Setting Strategic Director Workshop (ELDP)**
 G4S Regional Office in Dubai

2012 **Advanced quality Management Training for MR**
 Organized by TUV Middle East (member of TUV Nord Group)

2018 & 2012 **ISO 9001 and 14001 Internal Auditor Training**
 Organized by TUV Middle East (member of TUV Nord Group)

2010 **ISO 14001:2004 & OHSAS 18001:2007**
 Organized by Productivity Management Group India

2010 **Greenhouse Gas Accounting**
 Organized by Productivity Management Group India

2012 & 2014 **Occupational Health and Safety 2 days' workshop**
 Organized by Ministry of Labour Bahrain

2010 2008 2007 **HR Conference**
 Organized by G4S Regional Office in Thailand

2004 **How to manage people**
 Nut Sole Institute Pakistan (Karachi)

2004 **Interviewing Skill**
 Organized by Sidat Hyder Pakistan (Karachi)

2004 **Professional in Human Resource Certification - PHR**
 Pakistan Institute of Quality Management With NED

CAREER SUMMARY:

Master's degree in Business Administration in Marketing and Human Resources, NEBOSH certified in Health & Safety, ACAMS Certified Anti-Money Laundering (AML) Specialist and compliance and Audit, Security and procurement professional with 21+ years of experience of managing organization at national & international level in Human Resources, Health and Safety, facility services management, Quality Assurance, Learning & development, Anti-Money Laundering (AML), compliance and Audits, Risk Assessment, Investigation and reporting Sales & Marketing, Operation, security, Procurement and customer relationship. An enthusiastic and dedicated professional with the ability to work in challenging environment with demonstrated abilities in leading Competent teams towards accomplishments of the desired goals within available time and resources through proven commitment, leadership, analytical and interpersonal skills.

CONTACT & PERSONAL INFO



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<https://www.linkedin.com/in/sumaira-yasmin-2b312871/>

- **Religion:** Islam
- **DOB:** October 25th 1978
- **Marital Status:** Single parent
- **Passport #** AK6850834
- **Nationality:** Pakistan
- **Driving License:** Bahrain/GCC & Pakistan

SKILLS & COMPETENCIES

- Human Resource Management
- Recruiting & Hiring
- Talent Acquisition
- Performance Management
- Employee Engagement Strategies
- Analytical & Critical Thinking - Conflict Resolution
- Training & Development
- Data Analysis, Interpretation & presentation skill
- Business Planning and organizational Development
- Budgeting & Planning
- Operation & Admin Mgmt.
- Sales & Marketing - Customer Service & Relationship
- Team building & Leadership
- Certified Health and Safety professional
- Risk Assessment expertise and qualification
- Certified Anti Money Laundering Specialist
- Experienced in compliance and Audits
- Quality Assurance expert
- Communication Skills
- Security and Safety expertise
- Procurement/supply chain



Feb 2024 – Present

General Manager- HR & Operations

Aiza Cleaning & Maintenance Services W.L.L



December 2009 till January 2024
G4S Secure Solutions Bahrain W.L. L

Position:

Director of HR & Compliance
HSE, AML & Facilities Management

Human Resources Director & Managing Director

July 2018 till Dec 2019

Joining Position:

Human Resource Manager
December 2009 – June 30th 2018

Location: Bahrain



May 2003 till September 2009
G4S Wackenhut Pakistan (Pvt) Ltd

Last Position:

National Human Resources Manager
July 2007 – October 2009

Assistant Manager HR
May 2004 – June 2007

Joining Position:
Human Resources Officer
May 2003 – May 2004

Location: Pakistan



Mar 2002 – April 2003
Business Development Executive
Standard Chartered Bank

RESPONSIBILITIES

Key Responsibilities:

Manage the entire business and operation of the company ensuring business profitability, driving operational and financial growth, overseeing human resources management, administration, health and safety, sales, marketing, business development, customer relationship management, contracts management,

Reporting to the Country Head and Group HR & HSE Director for the **Middle East and Africa region / Europe and Asia** this role involves overseeing the Bahrain HR, Facilities Management, and Operations team, which comprises over 1000 employees. Responsibilities include providing strategic leadership, ensuring business unit profitability, driving operational and financial growth, overseeing human resources management, administration, health and safety, sales, marketing, business development, customer relationship management, contracts management, AML function, compliance, audit, and quality assurance.

Key Responsibilities:

- Develop and implement HR strategies aligned with the company's global objectives, maintaining consistency across regions while accommodating local cultural differences and legal requirements.
- Provide mentorship to management and employees, promoting best practices and offering strategic support.
- Oversee the global recruitment strategy, focusing on attracting, developing, and retaining top talent. Lead initiatives for talent development, succession planning, and leadership training.
- Implement cost-effective process improvements while collaborating with senior leadership to ensure HR strategies support business objectives and organizational growth.
- Manage performance evaluations and training programs to enhance employee development.
- Ensuring compliance with international labor laws, regulations, and corporate governance standards.
- Supervise facilities management operations, financial performance, sales, operations, and budget management.
- Ensure competitiveness and compliance of compensation and benefits programs with local regulations.
- Maintain health and safety systems and policies to ensure a safe workplace.
- Conduct HR compliance audits and uphold HR & AML standards.
- Direct the compliance function as an approved Compliance Manager with the CBB.
- Build and maintain relationships with key stakeholders and regulatory bodies.

ACHIEVEMENTS:

- Established the HR department and implemented effective HR policies, resulting in a successful FM company with revenue of BHD 1M within 2 years.
- Managed operations and secured 25 new FM customers, generating annual revenue of GBP 1M while enhancing customer relationships.
- Provided strategic support to senior management on organizational design, positively impacting overall performance. Implementation of shared services project for **Bahrain, UAE, Oman, KSA and Qatar in collaborations with the team.**
- Led HR, Quality Control, Security & Safety, HSE, and FM departments for 1000+ employees, achieving annual revenue of GBP 8.7M with limited resources. Analyzed employee feedback to develop initiatives that reduced staff turnover by 50%.
- Collaborated with CEO to restructure teams and decrease costs by 40%, while improving supplier management and establishing compliance functions.
- Created training materials for onboarding and refresher programs for 1000+ staff, enhancing service excellence and satisfaction. Mentored and coached staff to boost employee satisfaction, retention, and engagement.
- Maintained ISO 9001, 45001, and 14001 certifications, improving service quality and operations.
- Established a Health & Safety culture, implementing policies that resulted in zero major incidents. Managed audit and compliance functions, achieving 100% regulatory compliance in Environmental, Social, and Governance (ESG) areas.

Reporting to the CEO and working closely with the management team, responsible for leading the HR team throughout the Pakistan. Establish HR infrastructure. Develop & implementation of appropriate HR policies and standards. Provide support to Divisional / Departmental Heads on HR and organization development issues.

Key Responsibilities:

- Responsible for the smooth functioning of HR Department all over Pakistan.
- Preparation and implementation of appropriate HR policies & Procedure.
- Provide support to Divisional Heads in the recruitment of efficient employees / staff all over the Pakistan.
- Handles the disciplinary & grievance and other related issues and provides support / advice to Divisional heads. Develop & Conduct performance appraisal process.
- Employee training and career Development.
- Provide support to Divisional Heads / Departmental Heads on HR and organization development issues.
- Responsible for overall Health and safety of all employees and promote the safe working environment for all employees.

Key Responsibilities:

- Develop Personal Relations with customers. Generate new business as per the target assigned. Prepare reports on sales as and when required.

ACHIEVEMENTS:

- Successfully executed sustainable growth plan and networking strategies for the organization.
- Meet the sales target 100% on monthly basis.