

# Natraj Rao

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## Summary

With over 18 years of experience in the construction industry and as a certified Human Resource Manager (CHRM) with a Master of Business Administration (MBA) degree in Human Resources Management, I have developed and implemented strategic HR initiatives that align with the company's vision, mission, and values. I have successfully partnered with senior management and various stakeholders to recruit, develop, and retain a diverse and high-performing workforce.

## Significant Highlights

1. Led 15+ overseas recruitment projects, bringing 2000+ skilled technical workers to UAE and Saudi Arabia.
2. Actively participated in the Taqdeer Awards Participating Committee, contributing to our company's three consecutive wins.
3. Facilitated over 50 labor committee meetings, developing open communication and bridging the gap between management and workers.
4. Played a key role in 10+ HR digitization projects, streamlining processes and enhancing efficiency.
5. Developed and implemented comprehensive workforce plans aligned with business strategy.

## Career & Work Experience

### 📄 Human Resources Manager

Alpha Nero FZ LLC

May 2024 - Present

#### \* Strategic HR & Workforce Planning:

Developed and initiated a comprehensive study for gradual manpower scaling, including comparison and evaluation of external manpower companies based on cost, recruitment delay, and responsiveness.

Provided strategic HR counsel to the CFO on compensation policies, disciplinary actions, and workforce management.

#### \* Compensation & Benefits Management:

Led the annual performance appraisal process and recommended salary increments for both Admin and Production teams, aligning with performance ratings, market trends, and inflation rates.

Successfully managed the implementation of annual salary adjustments, including varied percentages for high performers and specific criteria for employee groups.

#### \* Employee Relations & Conflict Resolution:

Proactively managed and mediated sensitive employee relations issues, including alleged misconduct, ensuring fair process and documentation.

Addressed employee attendance concerns, enforcing policy consistently while providing necessary support and setting clear expectations for improvement.

Successfully navigated and represented the company in a high-stakes legal complaint, involving mediation for final settlement claims while simultaneously pursuing a strong counter-claim for breach of non-compete clause, escalating to court when necessary.

\* Legal & Compliance Oversight:

Ensured adherence to UAE labor laws and company contractual obligations in all HR processes, including final settlements and disciplinary actions.

Drafted and implemented critical legal documents such as Non-Disclosure Agreements (NDAs) for senior roles and addendums to employment contracts.

\* Employee Engagement & Development:

Designed, proposed, and initiated a new Employee Rewarding Programs like: Employee of the Month; Kaizen Competition;

Initiated the development of tailored, department-specific induction programs through collaborative efforts with Department Heads, aiming to enhance new hire integration and productivity.

Implemented an anonymous Employee Satisfaction Survey to gather candid feedback for continuous company-wide process improvements.

\* HR Operations & System Enhancement:

Oversaw daily HR operations, including payroll coordination, benefits administration, employee data management, and general HR inquiries.

Crucial enhancements to the ERP system, specifying the development of new HR reports (e.g., New Joiners, Ex-Employees, Contract Changes, Paid Air Ticket Provisions) to improve data analytics and operational efficiency.

Managed other general HR responsibilities such as IT facilities liaison for HR-related matters, skillset tracking, and senior employee engagement.

\* Stakeholder Communication & Collaboration:

Provided clear, concise, and professional updates and recommendations on complex HR matters to senior leadership.

Cultivated collaborative relationships with Department Heads to drive HR initiatives.

## **A. Senior Human Resources Officer**

Group AMANA

Jul 2023 – May 2024

Located in UAE but serving KSA operations.

- Contributed in the company's successful migration to Oracle HCM Payroll, leading a smooth transition for 800+ employees in just 2 months.
- Transformed payroll processes by leveraging Oracle HCM's automation features, achieving 35% reduction in time spent on manual tasks and 90% increase in data accuracy.
- Identified and tackled potential transition challenges proactively, minimizing disruptions and ensuring seamless payroll operations throughout the implementation.

## **A. Senior Talent Management Officer**

Group AMANA

Jan 2021 - Jun 2023

Located in Saudi Arabia

- Sourcing, Screening & Technical Recruiting
- Workforce Planning
- Service Automation and Digitization projects.
- Leading and managing a team of 25+ timekeepers.
- Conducting employee satisfaction surveys and regular Labour Committee meeting during site visits.
- Administrating and developing Labor Accommodation Standards

**A. Human Resources Officer**

Group AMANA

Dec 2017 - Dec 2020

Located in UAE

- Led the successful implementation of a new HRMS system, streamlining resource allocation and optimizing workforce utilization and achieved seamless collaboration with IT to automate manpower planning processes, delivering accurate forecasts and proactive staffing solutions.
- Handling HR Audits & setting HR objectives as per ISO standards.
- Restructuring the workforce for downscaling or divesting business units.
- Implementing a new performance management system by replacing a paper-based system with a digital one.

**A. Jr. Human Resources Officer**

Group AMANA

Jan 2015 - Nov 2017

Located in UAE

- Controlling the Labour attendances & preparing warnings / deductions.
- Dealing with government departments and officials.
- Preparation of Manpower and accommodation invoices.
- Worked on various systems like Hand punch machines & RFID devices for attendances at sites.
- Event management for annual worker's seniority awards, Iftar parties, CSR activities, etc.

**A. Senior Human Resources Assistant**

Group AMANA

Oct 2013 - Dec 2014

Located in UAE

- Preparing a report on employees complaints and presenting in the management meeting.
- Solving Labor issues (strikes & other misbehavior issues) in our Labor Camps & Sites.
- Coordinating with IT Dept. for implementing newer system & timely improving the performance of the system.

**A. Human Resources Assistant**

Group AMANA

Dec 2005 - Sep 2013

Located in UAE

- Exposed to a wide range of functions & procedures for 5000+ employees.
- Full scale study of all the day to day transactions of Human Recourses Dept.
- Coordinating with the concerned personnel in resolving employee complaints.
- Support and administration during the performance management process

## Education

### University of Greenwich

Master of Business Administration (MBA), Human Resources Management/Personnel Administration, General


2012 - 2013

### Indira Gandhi National Open University

Bachelor of Commerce (B.Com.), Business/Commerce, General

2008 - 2011

## Licenses & Certifications

 **CHRM** - Global Association for Quality Management (GAQM)  
G101594



**Microsoft Excel 2019 / 365** - CPD Standards Office  
vzfh25bn4c



**SAP HCM** - CAREERERA - SUCCESS STORY

## Area of Excellence

Team Building • HR Consulting • Oracle HR • Employee Relations • Talent Management • Workforce Planning • Workforce Communications • Payroll Services • Compensation & Benefits • Training and Development (HR)