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Summary

As a seasoned HR Manager with over 20 years of total experience in the GCC region, I excel in overseeing all facets of HR practices and processes to drive organizational success. In my current role at Woodlands Energy Services Company W.L.L (WoodServ Group), I provide strategic HR advice to senior management on legal compliance, employee relations, engagement, and talent acquisition. I am adept at aligning HR strategies with organizational goals, ensuring compliance with local employment laws, and implementing cost-effective HR solutions to reduce operational costs. My expertise extends to enforcing and revising HR policies, driving change management, and supporting business requirements to ensure seamless strategy execution. I am an empathetic leader who values teamwork, integrity, and open communication. I foster a supportive work environment where employees feel valued and respected. My approach is adaptive, innovative, and grounded in the belief that every employee's contribution is crucial to the organization's success. With a solid foundation in HR operations, payroll, performance management, and workforce resourcing, I build strong business relationships and thrive in fast-paced environments.

Skills

- Employee Relations Management
- Talent Acquisition and Recruitment
- HR Policy Development and Implementation
- Performance Management Systems
- Payroll Administration
- Workforce Planning and Resourcing
- Legal Compliance and Risk Management
- Change Management
- Employee Engagement Initiatives
- Compensation and Benefits Structuring
- Training and Development Programs
- HRIS and ERP Implementation
- Stakeholder Management
- Conflict Resolution
- Strategic HR Planning
- Organizational Development

Work Experiences

GROUP HR MANAGER | March 2019 – April 2025

Woodlands Energy Services Company W.L.L (WoodServ Group) <https://woodserv.com/>

Industry: Oil & Gas / Energy

- **Woodlands Energy Services DMCC, JLT, Dubai, UAE,**
- **Woodlands Energy Services Company W.L.L, Bahrain,**
- **Woodlands Energy Services Ltd, Dammam, Saudi Arabia.**

About WoodServ:

WoodServ is an integrated oilfield services Company supporting the production and enhancement of conventional and unconventional oil and gas fields. WoodServ designs and builds its own equipment with a team consisting of subsurface Reservoir Petroleum Engineers, surface Process facilities engineers and operations & maintenance technicians to identify the optimum solution to maximize oil & gas production.

WoodServ provides customized Full Turn-Key solutions to its clients from engineering, site preparation, procurement, fabrication, feasibility studies, equipment selection & evaluation, installation, commissioning & start-up, training, operations and maintenance, field services, revamps & overhauls, machine shop and spare parts.

Being the HR Manager for the Group, I am responsible to manage the entire HR functions for three countries, Saudi Arabia, Bahrain and U.AE. From an Organizational hierarchy, I report directly to the CFO and to the Finance Director.

- Managed HR functions across UAE, Saudi Arabia, and Bahrain, overseeing 250+ employees, and streamlined HR operations, reducing administrative costs.
- Advised senior management on compliance, reducing legal risks through the implementation of stringent HR policies and regular audits.
- Enforced HR policies, achieving an improvement in employee adherence by conducting training sessions and regular policy reviews.
- Led change management initiatives, increasing operational efficiency by restructuring teams and processes.
- Supported business needs, enhancing employee engagement scores through targeted initiatives and improved communication channels.

Roles & Responsibilities (Current Role)

- Organizational Development - Develop and implement HR strategies and initiatives aligned with the overall business strategy.
- Lead and manage the full recruitment cycle: staffing and selection process, job offer negotiations, employee onboarding and induction.
- Managing Employee Relations effectively by bridging the Company management and Employees by properly addressing their demands, grievances, or other work-related issues.
- Handling the payroll process efficiently for employees scattered in three countries Bahrain, UAE and KSA.
- Applying Company's policies and procedures for the expense claim approvals to ensure that the policies enforced for the operational efficiency of the Company also at same time having an empathetic approach to employees and applying the right judgement when it comes to the approval of certain expenses and benefits and allowances.
- Managing the employee onboarding process for new joiners, handling employee exits - Terminations and resignations in accordance with the local labor laws in UAE, Bahrain and KSA.
- Developing, Implementing, and monitoring overall HR systems, policies, and procedures across the organization.
- Overseeing and managing a performance appraisal system that drives high performance.
- Assessing training needs and report to the line Managers / Senior Management to apply and monitor training programs.
- Ensuring legal compliance throughout the human resource management.
- Defining Compensation & Benefits for the organization by working closely with Finance Department.
- Liaising with the quality control department for the timely preparation of IMS ISO Certification procedures, ensuring the HR audits are done at the prescribed timeframe and corrective actions mentioned in the HR audit process are timely implemented and enforced for the next cycle of ISO audit.

Accomplishments (Current Role)

- Provided a permanent solution to the health insurance issues for the employees in U.A.E. by negotiating and selecting a new insurance provider with good benefits for the Employees and also within the budget set out by the Company Management.
- Successfully managed the hiring of **35+** Oil & Gas professionals (Blue collar & White-collar roles) during the COVID-19 pandemic period for the **DIYAB Gas Export Pilot Project (TOTAL Unconventional Gas)** in Abu Dhabi, UAE. It was a three-year project (from August 2019 to June 2022) that I was fully involved in, and the below tasks were handled as a HR Manager:
 - Co-ordinated with the Project Manager and Engineering Director for identification of roles and to create a hiring plan,
 - Actively participated in the interviews along with the Project Manager and Team Leads for the selection of candidates,
 - Hands on tasks done for the mobilization of the selected candidates from their home countries to Abu Dhabi, UAE.,
 - Managed the rotation chart / cycle of employees at the project site, ensuring the rotational cycle is followed properly,
 - Addressed the employee grievances at the project site and ensured the grievances are resolved in a timely manner.
 - Handled the de-mobilization of the site employees to their home countries once their rotation cycle was completed
- Defined and implemented a policy on mileage to minimize operational costs in terms of fuel and taxi expenses.
- Minimized the third-party supplier agencies involved in recruitment and encouraged line managers to use their own networking and LinkedIn more efficiently to find suitable candidates.
- Re-structured the administration department tasks for smoother handling of admin tasks.
- Successfully implemented an ERP system for HR & Payroll, Employee Self Service, and Administration.
- Re-defined the Company's leave policy to ensure compliance with local labor laws for UAE, Bahrain, and KSA and defined the policy on unutilized leaves.

HR MANAGER | 07/2018 - 02/2019

drie Systems Middle East W.L.L

I played a strategic HR Manager role for an IT Organization specializing in cloud migration integrated with Amazon Web Services.

Resource Management

- Handling Resource Management for a major AWS cloud migration project in Bahrain.
- Handling end to end recruitment cycle of IT Engineers, Software Developers, AWS Certified Cloud migration experts
- Implementing and enforcing an effective Resource Management strategy for the organization based on skills assessment and capacity planning.
- Identified and selected key third party contractor agencies for providing niche cloud skills.

Stakeholder & HR Management

- Working alongside with the Board of Directors (COO, CCO and MD) on various HR initiatives such as Employer Branding, Employee Engagement, Social Media Content for recruitment, and Capacity planning.
- Advising the board of directors on local labor laws, policies and best HR practices followed in the Middle East regions and ensuring the organization is compliance in all aspects related to HR functions.
- Developing HR Policies and Procedures (Talent Acquisition, Compensation and Benefits, Business Travel, Performance Management)
- Identifying and implementing proper HR tools and the process for Talent Acquisition, and other HR functions.
- Talent Acquisition: Implementing effective resourcing strategy and hiring the best talents for the Organization.
- Developed a diversification policy for Talent Acquisition.

HR Operations

- Handling all Government Relations activities with LMRA, SIO and Tamkeen.
- Ensuring the organization meets its Bahrization targets.
- Handling employee grievances and advising proper solutions to the employees in accordance with the local labor laws and the organization's policy and procedures.

CONSULTING HR MANAGER | 07/2017 - 07/2018

Veritas Public Relations W.L.L.

Veritas was a newly started private organization in the field of Advertising, Public Relations, Media Solutions and Event Management. I was hired by the management to provide HR Consultancy services on a regular basis depending upon the requirements that arises according to the business.

Responsibilities

- Developing HR plans and policies (recruitment, training, compensation etc.)
- Hire, guide and evaluate the work of their in-house HR executives.
- Decide and act on initiatives for equal opportunity, diversity etc.
- Handling employee grievances and providing resolutions.

ADMINISTRATION MANAGER | 07/2016 - 06/2017

Millennium Capital Property Development

Responsible to oversee and manage the day today administration tasks within the Human Resource function and also handling the general administration tasks for the organization.

- Responsible to oversee the employee onboarding process and induction,
- Responsible for the office administration tasks,
- Managing the Public Relation Officers (PRO's) for the visa process of the employees,
- Managing the business travel co-ordination and logistics,
- Managing the internal transportation requirements with in Bahrain,
- Handling the general employee welfare.

HRBP & RESOURCE MANAGER, MEMA SUB REGION | 11/2007 - 06/2016

Hewlett Packard Enterprise (HPE)

- Centralized resource management in MEMA, reducing staffing gaps with efficient allocation.
- Streamlined hiring process, decreasing time-to-fill positions through proactive recruitment strategies.

- Handled the recruitment of IT professionals (Software Developers, SAP Consultants, Network Engineers) from Asia Pacific & Europe region to fill the demand of projects in Middle East especially in Saudi Arabia & UAE.
- Ensured resource planning adherence, boosting project compliance rates via meticulous oversight.
- Enhanced employee relations, reducing turnover through targeted engagement initiatives.
- Led talent acquisition, improving candidate quality with refined selection criteria and processes.

IT Recruitment & Selection

- Labor Demand Approval : Agreed with the Project Delivery Managers the need for a vacancy/resource
- Identified & tackled potential resourcing solutions : Internal / External recruitment /Contingent or Contractor Workers / Consultants /Internal Move
- Responsible for recruitment authorization process
- Job Interviews
- T & C/ Job offer/on boarding
- Employee Onboarding : Employee Induction, Orientation and follow ups for the new arrivals.

Employee Relations

- Acted as the first line of contact between the Business Unit and HR Dept for any employee relations issues involving employees between entry level and Executive Manager.
- Ensured that the Senior Leaderships are made aware of any sensitive employee relations issues that arise as appropriate.
- Supported, and coached People / Line managers to manage employee relations issues using HP's Enterprise policies, procedures and best ethics and compliance practice, ideally resolving issues where possible informally.
- Advised on occupational health issues, seeking specialist advice as appropriate.

HR REPRESENTATIVE | 04/2002 - 10/2007

Atos Origin Middle East

- Supported SAP/ERP projects, improving HR efficiency with streamlined personnel processes.
- Managed visa processes, reducing approval times through enhanced coordination.
- Handled logistics and travel, cutting costs with optimized scheduling and vendor negotiations.
- Oversaw medical insurance, increasing employee coverage satisfaction with better plan options.
- Centralized filing system, boosting document retrieval speed through organized digital archiving.
- Business and Family visa process and renewals for existing and new hires.
- Liaison between new hires, Ministry of Foreign Affairs and Saudi Embassies abroad for visa process.
- Overall coordination of logistics and travel arrangements for new hires.
- Effectively coordinated with Saudi Public Relations representatives for visa processing and renewals.
- Medical insurance for employees and liaison with insurance agencies.

Education and Training

CIPD U.K. Level V Certification - Diploma in Human Resource Management

Certified Human Resource Analyst (CHRA), American Academy of Project Management

Diploma in Hospitality Management from American Hotel Association, Chicago, U.S.

Personal Information

Title: Sr. HR Manager

Nationality: Indian

Family Status: Married & having two children

Date of Birth: 28th November 1977

References

Please read the references / recommendations given at my LinkedIn account.

<https://www.linkedin.com/in/abhilashmathew/>

Additional references can be provided upon request.