

HAYTHAM ALGATHAMI

HUMAN RESOURCES / ORGANIZATION DEVELOPMENT



ABOUT

To build a professional career in the field of human capital management. I can apply my knowledge and skills for continuous improvement.

EDUCATION

Human Resources Management Diploma
King Saud University | 2010 - 2013

PERSONAL SKILLS

- Creative problem solving.
- Organized.
- Motivational Leader.
- Effective communicator.
- Team Work.
- Fast learner.
- Time Management and priority multi-tasking.
- Word Processing and keyboarding using Microsoft Word.
- Spreadsheet data management and analysis using Microsoft Excel.
- Design and present presentations using Microsoft PowerPoint.
- Manage emails, meeting and tasks using Microsoft Outlook.

CAREER SUMMARY

Recruitment Supervisor

MAYAR HOLDING | NOV 2017 - PRESENT

- **Organizational Development:**
 - Preparing reports and studies from HR to CEO.
 - Organizational Chart.
 - Job analysis, descriptions, and evaluation.
 - HR Evaluations.
 - Human Capital Analysis.
 - HR metrics development for monitoring of Strategic KRAs.
- **Human Resource Management:**
 - Compensation Management.
 - Benefits Administration.
 - Staff motivational schemes.
 - Performance Management.
- **Human Resource Development:**
 - Team building.
 - Mentorship assignments.
 - Knowledge sharing sessions.
 - Technical Skills evaluation.
 - Capability Enhancement Planning.
- **Human Resource Acquisition:**
 - HR Planning.
 - Recruitment drives.
 - Hiring assessments.
 - Recruiting process.

Human Resources Specialist

SAUDI READYMIX | APR 2013 - AUGUST 2017

- Support for the recruitment team.
 - Aware of Labor office and Muqem.
 - Generating payroll, HR deduction for Administrative Department only.
 - Presenting employees on board session.
 - Prepare and maintain employment records, such as leaves, transfers.
 - Issuing termination, resignation, non-renewal contract and calculation of end of services based on labor law.
 - Update human resources management system software and update physical file.
 - Interpret and explain human resources policies, procedures, laws, standards, or regulations.
- Address employee relations issues, work complaints, and other employee concerns

HR SKILLS

- HR Department Startup.
- Saudi Employment Law.
- HR Policies & Procedures.
- Staff Recruitment & Retention.
- Employee Relations.
- Benefits Administration.
- Job Description.
- Organizational structure.
- Orientation & On-Boarding.
- HRIS Technologies.
- Training & Development.
- Performance Management.

CERTIFICATES AND COURSES

- Leadership Development Programme.
Cranfield School of Management | Apr 2020
- Human Resource Management.
Doroob | Jan 2017
- Projects management.
Doroob | Feb 2017
- Dealing With The Customer is Difficult Mood.
Al Khaleej Training and Education | Mar 2011
- Anti Money Laundering
Arab national Bank | Jan 2011

CONTACT

P: +966 55 99 00 265
E: hythamibrahim@gmail.com
[https://www.linkedin.com/in/hytham-
algathami-185118124/](https://www.linkedin.com/in/hytham-algathami-185118124/)

Customer Service Supervisor

NATIONAL WATER COMPANY | NOV 2009 - MAR 2013

- Investigate customer's problems and find solutions.
- Communicate with customers via phone, email, or letter.
- Handle major incidents that cannot be resolved by agents.
- Compile and print reports on overall customer satisfaction.
- Train agents on how to adequately address problem over the phone or how to write correspondence.
- Train managers on how to effectively lead customer service agents.
- Supervise customer service managerial staff.

Senior Customer Satisfaction Officer

ARAB NATIONAL BANK | NOV 2004 - AUG 2009

- Checking loans requests.
- Follow up on pending loans requests.
- Coordination with the sales team and branch managers.
- Level of Service reports.