

PERSONAL INFORMATION**Hala Mansour Salman Al Ayed**

📍 As-salt -Jordan
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✉ hlaalaydi@yahoo.com

Gender: Female.

Date of birth: 12/08/1981

Nationality: Jordanian

Passport No. L344357

Portuguese resident card No.: 04PL98392

WORK EXPERIENCES

16/09/2020 –
Till now

Head of Student Services Division / Deanship of Student Affairs - German Jordanian University.

24.July 2012 –
13.Oct. 2015

Training Administrator / Consultations and training
Centre German Jordanian University/ Public University

Amman-Lewa'a Nau'r. Telephone: 00962 6 4294482. www.gju.edu.jo

In my role as training administrator, I provide support to my team in all areas of administering training throughout our department. Some of my responsibilities include:

- Market training program.
- Enter participant information in databases.
- Manage student and member inquiries.
- Ensure training course material is up to date and manage training room bookings.
- Ensure maintenance of training supplies and equipment.
- Manage accounts payable and receivable.
- Update company website regularly.
- Successfully managed to build collaborative and strategic relationships by identifying training needs.

15.Jan.2008 –
23.July 2012

HR Administrator / Human Recourses Department
German Jordanian University

An HR professional administrator up to four years' experience in German Jordanian university, I was responsible for the full employee life cycle from recruitment, induction to exit, and for providing full administrative support to the HR Managers and Officers. Also, involved in the day to day-to-day running of the HR office. Some of my responsibilities included:

- Handle HR related documentation and records.
- Act as the first point of contact for all human resource related activities.

- Assist human resource managers during recruitment and induction procedures.
- Create and maintain liaison with external recruitment agencies as “Jordanian Civil Service Bureau”.
- Coordinate in-house training activities and track training sessions.
- Assist HR in performing background checks and reviewing references.
- Coordinate interviews and direct applications to the right channels.
- Setting up interviews.
- Monitoring any absences, holiday, maternity, paternity etc.
- Keeping personnel records up to date.

HR Administrator / Human Recourses Department
Applied Science University/ Private University
Amman- Shafa Badran. Tele 00962 6 553 4121. www.asu.edu.jo

16 Sept. 2006 –
31 July. 2007

Responsibilities:

- Delivering HR programs, services, and solutions.
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- Anticipating talent needs and addressing them through proactive and effective recruiting.
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- Carrying out staff performance reviews.
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- Training, developing and evaluating employees.
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- Overseeing the daily human resources aspects of the company.
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- Writing up job descriptions.
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- Evaluating the results of HR initiatives.
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- Staff file management. Interviewing job applicants.
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- Organizing training workshops.
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- Interpreting HR policies and procedures.
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- Resolving any contentious employee relation issues.
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- Identifying staff training needs.
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- Promoting diversity and equality issues.
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- Developing HR policies and procedures and writing staff handbooks about them.
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- Updating employee administrative records.
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- Looking after the welfare of employees.
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- Investigating employee allegations and grievances.

EDUCATION AND TRAINING

25. Sept. 2015 – 25.
July, 2021

PHD in Business Administration

University of Minho

Campus de Gualtar 4710-057 Braga –Portugal

Thesis title: Human Resources Management Practices and Challenges: A Quantitative Study of HR Managers' Perceptions of Jordanian Workers and Syrian Refugees in Jordanian Small and Medium Enterprises (SMEs).

1st.Oct.2010 –26 Aug.2013

MSc Public Administration

University of Jordan

Amman-Hashemite Kingdom Jordan

List of principal's subjects covered:

- Principals of business management.
 - Public administration theory and practice.
 - Organization theories.
 - Methods of scientific research in public administration.
 - Personnel management.
 - Public financial.
 - Control in public administration.
 - Organizational behavior.
 - Training in administration.
 - Organization theories.
- Thesis "The impact of functions of human resources management on the quality of the administrative decision in the civil service agencies in Jordan: An analytical study of the view employees".

1st. Oct.1999 –10. July, 2003

BSc of Economics

University of Jordan

Amman -Hashemite kingdom of Jordan

List of some principal's subject covered:

- Statistics.
- Principles of macroeconomics.
- Principles of microeconomics.
- Public finance.
- Jordan economics.
- International economics relations.
- Economic development.
- Arabic –Islamic political.
- English communications skills.

Personal Attributes

I am an excellent communicator and enjoy dealing with people in my chosen career. I am patient person who remains calm under pressure. I am enthusiastic in my work and like to ensure that I get my work completed on time and to the correct deadline

where necessary.

I am self-motivated and able to work well on my own initiative or as part of a team. I enjoy trying to help people overcome their problems and have had some involvement with training new starters to which I enjoy.

I am looking to continue to develop my career qualifications interested in learning any area I can and possibly look to specialize in the future.

Personal skills

- Open minded and have the ability to see the big picture not matter how complicated or confusing things get.
- Adhering at all times to the strictest interpretation of all relevant Codes of Practice and Professional Conduct.
- Superb communication skills & able to develop good working relationships with colleagues and other managers.
- Experience of developing successful relationships with potential new clients also existing customers.

Job-related skills

- **Motivation:** I am self-directed worker looking to join a reputable company who would benefit from an employee who is ready to give his/her all to succeed.
- **Problem solving;** able to collect and analyze information to find workable solutions to problems.
- **Planning and Organizing;** My focus on efficiently planning and organizing my work has proven successful in prioritizing and handling multiple tasks.
- **Communication:** Proven ability to effectively communicate with a diverse range of people.
- **Teamwork:** I enjoy working as part of a team and positively contributing to group achievement.
- **Reliability:** I approach all my work with focus and commitment to complete the task on time and to standard.
- **Stress Tolerance,** I am accustomed to a fast-paced environment and work well under pressure.

Computer skills

- Proficient with MS Word, Excel, and PowerPoint

Driving license

- I own a driver’s license, category C (Jordanian and International license).

Spoken Languages

Mother tongue

Arabic

Other language(s)

English

UNDERSTANDING		SPEAKING		WRITING
Listening	Reading	Spoken interaction	Spoken production	
Very good	Very good	Very good	Very good	Very good

**ADDITIONAL
INFORMATION****Publications**

Published MSc Thesis: The impact of functions of human resources management on the quality of the administrative decision in the civil service agencies in Jordan: An analytical study of the view employees.

Conferences

PhD in Business Administration Conference 2016 “Comparative Studies in Management”,
Universidade de Minho.

REFERENCES

Dr. Thelal Owies/ Assistant Professor, Dean-Deanship of Students Affairs (DSA)
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Thelal.Owies@gju.edu.jo - <http://www.gju.edu.jo/> P.O. Box 35247, Amman 11180 Jordan

Professor Dr. Regina Leite / School of Economics and Management / University of Minho
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Professor Dr. Manuel Rocha Armada: President of School of Economics and Management /
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