

S Mustafa Abbas Alawi
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H. 692, R. 220, Sitra 602

PERSONAL INFORMATION

- Nationality : Bahraini
- Marital Status : Married
- Date of Birth : 4th May, 1971
- CPR Number : 710504918



OBJECTIVE

To secure a challenging position as a Human Resource professional within a progressive and reputed organization, this facilitates professional growth and utilization of my qualification, skills and experience, while embracing new methodologies and strategies to remain competitive in the market.

PERSONAL & PROFESSIONAL PROFILE

- Professional having more than 20 years of professional experience in Human Resources, Marketing, Accounts and Administration.
- Practical & systematic approach towards problem solving.
- Desire to grow, develop & achieve, having strong communication and interpersonal skills.
- Handle employee relations, counseling, Grievances and interact with staff across all levels of the organization.
- Highly organized and motivated team player, bringing to your business: Professional work experience.
- Maintain confidentiality and have the ability to work under pressure.
- Establish and maintain good working relationships with officials, colleagues and clients.
- High level of planning, organization, events management, etc.

ACADEMIC QUALIFICATION

- Master Degree in Training & Human Development from Toronto – Canada.
- Bachelor of Business Administration (Major: H.R. Management), Delmon University for Science & Technology.
- Instructors Diploma of Human Resources, European Center of Training & Human Resources Development.
- Professional Certified Trainer, Waldenburg International College.
- Certified Senior Trainer in the ARAB BOARD for Consultancy, Training & Human Development.
- Certified Trainer in the ARAB BOARD for Consultancy, Training & Human Development.
- Personnel strategic planning for trainer, Arab Board.
- Formulation Financial & Technical offers for training programs, Arab Board.
- Member of The ARAB BOARD for Consultancy, Training & Human Development.
- Member of The Arab Administrative Development Organization (ARADO).
- Herrmann Brain Dominance Instrument HBDI, Alpha Training, UK Limited.
- Herrmann Brain Dominance Instrument HBDI, Gulf Board for Human Development.
- Diploma in Sales & Marketing, Bahrain Training Institute, Kingdom of Bahrain.
- Obtained Diploma in English Certificate from Pitmans, Kingdom of Bahrain.
- High School Certificate (Arts Studies), Ministry of Education, Kingdom of Bahrain.

TRAINING COURSES

- **National Bank of Kuwait, Kuwait.**
 - Customer Care.
 - Advanced Customer Care.
 - Communication Skills.
- **Nadia Institute, Bahrain**
 - Patients Care.
- **Others**
 - Adverse Event of the Immunization, sponsored by world Health Organization WHO.
 - Time Management.
 - Improving Productivity in the Civil Service, Bahrain Management Society.

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ABILITY TO PRESENT TRAINING COURSES

- Relationship Marketing
- Public Relationship Management
- Planning Management
- The New Strategy for Human Resources
- Customer Care
- Advanced Customer Care
- Improving the Impact, Effectiveness & Efficiency of Training
- Training Needs Assessment
- Effective Recruitment & Selection
- Performance Management Appraisals
- Time Management
- Leadership
- Facilitative Leader
- Service Quality Management.
- Total Quality Management
- Meeting Management
- Supervision, Monitoring Skills
- Quality Communication for Managers
- Advanced Communication Skills
- Effective Team Communication
- Management Effectiveness
- Strategy Management
- Stress Management
- Managing People Problems
- Building High Performance Team
- Change Management
- Effective Evaluation
- Business Report Writing
- Risk Evaluation

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PROFESSIONAL EXPERIENCE



Ministry of Health

July-1999 ~ 2015

Head, Registration & Licensing

Key Responsibilities:

- Checking all the necessary documents related to the activity which it is going to be deal with; from the applicant or an authorized person, a schedule been prepared to give him the nearest appointment according to the location of the establishment.
- Registering all the received application in a special record for follow up, must be mentioned the applicant name, activity, address and applicant number.
- The establishment will assorted and classified according to the approved activity, a Health Certificate will be issued and defined in a separate file.
- Registering the food & water vehicles (Chillers & Water tanks).



Administrator, Hereditary Blood Disorder Center

March-2015 ~ present

Key Responsibilities:

- Sharing the team to plan and execute the best protocols and practices to treat the SCD patients.
- Registering the No. of visits for all patients.
- Monitoring the admission patients and discharges.
- Supervising the appointments & Health registration for in-patients and out-patients.
- Building good relation between the Center & the Institutions of civil society.



American Mission Hospital, Bahrain

May-1998 ~ July-2000

Cashier

Key Responsibilities:

- Responsible for the accounts of the outpatients and inpatients.



Diners Club International, Bahrain

May-1994 ~ July-1997

Collection, Authorizations, Sales & Marketing

Key Responsibilities:

Dealing with much selected people to handle & use the credit card (Diners Club), meanwhile making the agreements with different establishments & stores to accept the credit card.



National Bank of Kuwait

May 1992 ~ May 1994

Clerk, Cashier

Key Responsibilities:

Credit Card Division - Same as above.

WORK STYLE

- Collaborative team approach to work
- Persuasive in negotiations
- Socially confident with a professional manner
- Accountable with strong sense of urgency
- Works in a professional confidential manner with utmost discretion
- Excellent networking and relationship building skills

INTERESTS AND HOBBIES

Reading, sports, surfing the net and participating in social activities