

Glynes Kerin D Souza

HR Officer | HR Administrator | HR Assistant
| HR Operations | Administrative Coordinator

I bring 12 years of hands-on human resources experience across retail, food and beverage, and industrial distribution, with strengths in full-cycle recruitment, onboarding, employee relations, and medical insurance administration. At Al Accad Group, I built sourcing strategies that shifted hiring from agencies to free digital channels, recruited and onboarded more than 80 employees in a single year, and managed medical insurance enrollments, claims, and approvals for more than 50 employees and their dependents. I know UAE labour law well, wrote and implemented HR policies, and prepared accurate payroll inputs. I processed visas, Emirates IDs, and labour cards through MOHRE, GDRFA, and TASHEEL with 90% accuracy. My MBA, BBA, and early market research work add a practical, data-minded approach.

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WORK EXPERIENCE

Senior HR Officer

Al Accad Department Stores L.L.C.

05/2013 - 07/2025 | Dubai, UAE

- Administered enrollments, claims and approvals for employee and dependent medical insurance coverage.
- Prepared documents for group life and health insurance renewals, shortening the renewal process.
- Built recruitment guidelines and digital sourcing strategies, reducing reliance on recruitment agencies.
- Hired a suitable nationality mix, reducing labour fees and changing the company category.
- Developed and implemented HR policies aligned with UAE labour laws, supporting workforce planning.
- Coordinated visa applications, medical tests, Emirates IDs and labour cards with the PRO.
- Processed government transactions through TASHEEL, MOHRE, ILOE, GDRFA and Dubai Trade Portal.
- Managed onboarding and offboarding, drafting offer letters, salary certificates, and NDAs.
- Prepared payroll inputs covering hires, transfers, bank details, salary changes, and job classifications.
- Kept Openbravo HRMS records, reports, and organograms current and audit-ready.

Data Analyst (Freelance), Market Research

Nielsen Company

05/2010 - 07/2012 | Sharjah, UAE

- Handled projects for various teams by gathering marketing data across different brands.
- Tabulated brand-related marketing data systematically and presented the results to team members.
- Coded survey questionnaires from several GCC countries to prepare responses for analysis.
- Entered survey data accurately for research projects covering markets across the GCC region.

KEY SKILLS

- Recruitment and Onboarding: Full-Cycle Recruitment, Talent Acquisition, Candidate Sourcing, Onboarding and Offboarding
- Employee Relations: Employee Relations, Conflict Resolution, Confidentiality, Communication, Time Management
- Benefits and Insurance: Medical Insurance Administration, Benefits Administration, Claims Processing, Group Insurance Renewal
- Compliance and Government Processing: UAE Labour Law Compliance, HR Policy Development, Visa Processing, Emirates ID and Labour Card Processing, MOHRE, Tasheel, ILOE, GDRFA
- HR Operations and Payroll Support: HR Operations, Payroll Data Coordination, HR Records Management, HR Reporting, HR Documentation
- HR Systems and Data: Openbravo ERP HRMS, HRIS Management, HRMS Testing, Survey Data Coding, Data Entry and Tabulation
- HR Systems: Openbravo ERP HRMS, HRIS Management, HRMS Testing, MS Office Suite

EDUCATION

Master of Business Administration (MBA)

Birla Institute of Technology, UAE | 03/2013

Bachelor of Business Administration (BBA)

Birla Institute of Technology, UAE | 07/2010

PERSONAL DETAILS

Date of Birth
25/07/1989

Visa Status
Employment Visa

Languages
English, Hindi and Arabic

References
Available upon request