

AFRAH AL-MALKI

Human Resources Supervisor

EMAIL: I_FM14@hotmail.com

PHONE NUMBER: 0534776538

About Me

I possess a strong foundation in Human Resources and continuously strive to stay updated with the latest developments in the field. I aim to manage employees in alignment with stakeholders' vision to achieve excellence in human capital. My expertise lies in bridging the gap between management and employees while ensuring efficiency and effectiveness in all operations and procedures under my responsibility.

Professional Experience

Human Resources Supervisor – Operations & Training and Development Department

Mafahim Al-Emar Company – 2025 – Present

- Preparing the department's operational plan for 2026 and aligning it with the organization's strategic objectives.
- Supervising the Operations Department and the Training and Development Department while ensuring integration between both functions.
- Monitoring and submitting periodic reports to senior management highlighting key departmental indicators such as employee turnover, Saudization, employee retention, and job satisfaction.
- Overseeing institutional excellence requirements and ensuring their implementation within the department and across other departments.
- Developing a training plan aligned with employee performance indicators and monitoring its impact on both employee and departmental performance.
- Preparing the annual leave plan and monitoring leave balances to prevent accumulation.
- Monitoring and supervising the Microsoft Dynamics ERP system to ensure operational efficiency and data accuracy.
- Developing and updating internal policies, procedures, and systems to ensure regulatory compliance.
- Reviewing and improving departmental procedures and templates to enhance efficiency and improve work quality.
- Coordinating with other departments to ensure smooth operations and organizational integration.

- Monitoring and analyzing departmental Key Performance Indicators (KPIs) and working on their continuous improvement.
- Supervising the implementation of improvement initiatives and continuous development plans.

Achievements:

- Automated 85% of departmental processes by implementing Microsoft Dynamics, Microsoft Lists, and Microsoft Forms, replacing manual procedures.
- Promoted a culture of Key Performance Indicators (KPIs) and aligned them with strategic objectives while measuring their achievement at both departmental and employee levels.
- Improved payroll calculation accuracy, reduced operational errors, and shortened the payroll processing cycle.

Human Resources Specialist – Training & Recruitment Officer

Nahaz Investment Company & Subsidiaries – 2021 – 2024

- Executing recruitment processes and attracting qualified talent, while overseeing hiring procedures, employee onboarding, and introducing employees to company policies and regulations.
- Preparing and implementing the annual training plan for employees, coordinating with training providers, and ensuring the completion of training programs as approved.
- Managing and working on relevant government platforms with full knowledge of their procedures, including Qiwa, GOSI, Muqem, the Ministry of Human Resources, and the Self-Assessment platform.
- Managing payroll for the parent company and its subsidiaries while ensuring accuracy in salary processing and compliance with approved regulations.
- Calculating all employee entitlements, including end-of-service benefits, leave balances, and overtime compensation.
- Implementing Ministry of Human Resources regulations as well as internal policies and procedures, while ensuring compliance with them

Human Resources Officer

Al-Samman Contracting Company – 2019 – 2021

- Managing and organizing employee records and files while ensuring proper archiving and easy accessibility.

- Processing and documenting employee contracts electronically in accordance with approved policies and procedures.
- Handling employee affairs, including issuing experience certificates, processing salary advance requests, implementing salary increases, and monitoring attendance records.
- Managing procedures related to the GOSI platform, including handling associated transactions and invoices.
- Monitoring employee residency permits and work permits to ensure timely renewal and compliance with regulations.

Education

- Tharwah Institute – 2024
ACHRM Professional Certification – SHRM
- Al-Majmaah Chamber (Accredited by the Canadian Board) – 2024 Professional master’s in human resources
- Jazan University – 2016
Bachelor’s Degree in Languages and Translation – English Language

Training Courses

- Governance and Compliance – Al-Masar Training Institute.
- Training and Development Management in Human Resources – Noor Aamal Higher Training Institute.
- Human Resources Analytics – Noor Aamal Higher Training Institute.
- Data Analysis Using Power BI – Moran Training Institute.
- Job Classification – Institute of Public Administration.
- Performance Management – Institute of Public Administration.

Skills

- Proficiency in Microsoft Office applications.
- Knowledge of Microsoft Dynamics and Power BI.
- Analytical and decision-making skills.
- Ability to work effectively within a team and solve problems.