

# DAOUD A. ISSA

- HEAD OF HUMAN RESOURCES -



## - PROFILE -

A Strategic HR leader, equipped with solid experience in repositioning HR functions from transactional to strategic value. Expert in organizational diagnosis and business driven reorganization. Leading HR excellence through aligning training & development programs to manpower planning and compensation schemes. Savvy in the development and effective implementation of tailor-made HR Policies & Procedures that support corporate governance within multicultural business settings. Accountable decision maker within complex and dynamic business environment.

## EMPLOYMENT HISTORY -

2012  
Pres

### Head of Human Resources

Jordan Kuwait Bank | Amman, Jordan



A member of Top Executives Team, spearheading HR functions in the bank across 3 countries; Jordan, Palestine (until 2018) and Cyprus. Aimed at establishing and managing HR roles, their strategic alignment with business strategies and the continuous development of these roles to cope with market changes and business strategies.

JKB representative at Ejara Leasing Company Board of Directors



#### Key Accomplishments:

Successfully designed and executed a comprehensive HR Transformation Program that included all HR aspects; starting from business needs analysis mapped to HR international practices, development & deployment of policies, procedures and electronic systems, and the effective execution thereof.

2012  
2012

### Head of HR Services

Qatar Petroleum – Oryx GTL | Doha, Qatar



Focused on transforming the HR department at Qatar Petroleum's subsidiary ORYX GTL through the development of advanced HR policies & procedures and reengineering of organizational HR systems in a multinational environment

#### Key Accomplishment:

Effectively conducted organizational diagnosis, restructuring, updated & developed HR policies & procedures, resolved manpower planning shortfall and treated critical employee relations issues.

2008  
2012

### Head of HR Planning & Budget

Qatar Petroleum | Doha, Qatar



Managed HR strategies and plans for an organization comprising a headcount of 12,500+ employees at direct hire and 30,000+ employees inclusive of QP subsidiaries and affiliated companies. Accountable for Corporate Manpower & HR Operational Budgets worth 1+ Billion Qatari Riyals

#### Key Accomplishments:

- Acknowledged for qualitative development of 100+ HR procedures
- Successful resourcing for large scale business startups; Alkoot Insurance & Reinsurance Company, QP Project Finance, ASTAD Project Management Company, Mesaieed International School
- Remapping of grading system and compensation scheme.

## CONTACTS -

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### ADDRESS

Amman, 11831 - 304  
Jordan.

## EDUCATION -

### BSc Economics

Yarmouk University, Jordan | 1998

### English Language Diploma

St. Mildred's School of English, UK | 1985

## HR TEC. SYSTEMS

Oracle HRMS

SAP Success Factors

Mena Itech

Visio

## EMPLOYMENT HISTORY -

(CONTINUED)

2007  
2008

### Head of Personnel, Gas Operations & QP Refinery

Qatar Petroleum | Doha, Qatar



Managed personnel functions across two QP Locations comprising of 3500 personnel

2004  
2007

### Employee Relations Supervisor

Qatar Petroleum | Doha, Qatar



Conducted disciplinary investigations and implemented remedial measures. Analyzed/ managed employee absence and reported on employee grievances. Organized exit interviews, reported attrition studies and recommended appropriate actions. Managed cases related to redundancy, career shift and medical redeployment. Focused on Employee Performance Management through counseling Interviews and resolution of workplace disputes.

1997  
2004

### Previous Assignments

Lotus Trading & Contracting Company, Doha, Qatar, Dec 2001 – Apr 2004

✓ Personnel, Office and Trading Manager



Engineering Technical Contracting Company, Amman, Jordan, 1997 - 2001

✓ Administrative Manager, 2000 to 2001

✓ Personnel and Public Relations Manager, 1997 to 2000

✓ Bosra Contracting Establishment, Amman, Jordan ~ Public Relations & Personnel Officer ~ 1995 - 1997

## MAJOR PROJECTS -

- ✓ Led numerous operational projects & assignments at JKB, such as establishing Centralized Operations Departments, Enterprise Projects Department (EPMO), Enhancement of IT operations and many other key assignments.
- ✓ HR transformation program at Jordan Kuwait Bank, redesign & development of full HR functions aligned to business strategies.
- ✓ Quds Bank organizational diagnosis.
- ✓ Job evaluation and compensation review for International Academy Amman.
- ✓ Review of JKB Corporate Governance Manual and related policies & procedure in line with CBJ Regulations.
- ✓ Generation of the Oil & Gas Industry Labor Law in Qatar
- ✓ Classification of positions in the Public Sector in Qatar, evaluation of appropriate allowances applicable for each category and redrafting the Contracts of Employment
- ✓ Review and amendment of the Retirement law in Qatar and generation of the Social Security Law
- ✓ Study of the manpower surplus in the Ministry of Education in Qatar
- ✓ Setting a preventive plan inclusive of Working Guidelines to be applied in all governmental parties in Qatar that may be subject to Reorganization / Restructure

## TRAINING SNAPSHOT -

Received numerous professional trainings, such as:

- ✓ Business Performance Management
- ✓ Facilitating Change Management
- ✓ Strategic Planning, Management Control & Effective Budgeting
- ✓ Introduction to Six Sigma
- ✓ Benchmarking
- ✓ Manpower Organization, Succession Planning and Trend Analysis
- ✓ ISO 9001 Lead auditor certified
- ✓ Planning Effective Business Meetings
- ✓ Fostering Employee Motivation

## STRENGTHS -

- Organizational Diagnosis
- Change Management
- Strategic Planning
- Quality Management
- Leadership & creating Leaders
- Creating performance driven culture
- Synchronize training with manpower planning, performance & compensation

## PERSONAL DETAILS -

- Born on 14/Nov./1973
- Jordanian National
- Married with three children; born in May 2000, Feb. 2005 and Nov. 2009

## LANGUAGES -

ARABIC

ENGLISH

FRENCH