

MOHAMAD MOSTAFA AZAKIR

Work Experience

Area Human Resources Director for InterContinental Hotel Group for Qatar , Kuwait & Bahrain (12 Hotels & 2500 Colleagues) for InterContinental, Crowne Plaza, voco, Holiday Inn Staybridge brands

2022- Present based at InterContinental Doha Beach & Spa

2018 -2022 based at InterContinental Phoenicia Beirut

- Manage multi Human Resources Departments, ensuring compliance with all Corporate, Area and hotels policies and procedures; current local and government regulations pertaining to employment practices.
- Regularly meet with regional leadership to collect feedback and communicate findings to Training Department regarding the effectiveness of the training executed nationally and/or regionally (employee knowledge retention/application).
- Prepare and manage cost effective budgets with measurable targets for departments within the financial parameters set by the hotels.
- Coach senior leadership team for their personal development and business enhancement.
- Review hotel benefits and compensation levels in comparison with service sector competitors and makes recommendations to ensure hotels remains competitive within the local employment market as appropriate.

**Cluster Human Resources Director
Phoenicia & Le Vendome InterContinental**

2013-2018

- Lead Human Resources practices and objectives to provide an employee-oriented, high performance culture that supports empowerment, quality, productivity and standards.
- Assist and advises company managers about Human Resources issues.
- Manage Personnel, Recruitment and Training sections, while ensuring compliance with all area and Hotel policies and procedures and current local and government regulations pertaining to employee practices

**Human Resources Manager
Crowne Plaza Beirut**

2009-2013

- Develop and implement recruiting and screening systems and procedures in order to attract most qualified candidates for position vacancies.
- Investigate and review all disciplinary actions and ensure applicable laws and regulations and IHG Policies and Procedures are followed.
- Review hotel benefits and compensation levels and recommends changes as appropriate.
- Analysis exit interviews findings, properly collating it, and report potential trends.
- Developed HR Policies & Procedures.
- Payroll Preparation, NSSF/Insurance Enrollments.

**Training Manager
Crowne Plaza Beirut**

2007-2013

- Responsible for conducting training sessions to all Hotel employees
- Conducted the yearly hotel training needs and set the development plan & calendar.
- Establishing contact with universities to recruit, select and approve trainees.
- Coordinating with sister hotels to prepare for area meeting and training sessions.
- Preparing Departmental Training Coordinator.
- Representing the company in many seminars, workshop & exhibitions.

Hotel Operational Departments

2005-2007

Secondary Employment

Lebanese American University -Part Time Instructor
Teaching business major courses – Undergraduate Level

2011- Present

American University of Science & Technology-Part Time Instructor
Teaching business major courses- MBA Level

2011- 2022

April 2010 Phi Management Group, Beirut, Lebanon
To Date Training Consultant

Phi Management Group a Human Resources consulting firm that works in partnership with companies to establish new systems or upgrade existing resources and processes.

In the role of their Consultant my scope of work focused on

Executive coaching

Creation of assessment centers, designing assessment tools and delivering workshops

Developing IDP for company Executives

Define Leadership competencies and develop web-based e-learning programs

Delivering tailored training courses to the below companies:

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|---------------------------------------|---------------------|
| -NIC KSA in collaboration with Mercer | -Audi Bank |
| -KPMG | -C.A.T Construction |
| -ABC Mall | -Chalhoub Group |
| -Sofil Catering | -Butec |
| -Almaza Brewery | -Azadea Group |
| -Harvey Nichols KSA | -Bank of Beirut |
| -Al Jumaih Holding | -Arab Bank |

Trainings and Personal Development

IHG Certified Trainer for the below Developmental Program

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|---|------------------------------|
| -ALDP Accelerated Leadership Program | -Coaching Skills |
| -MTD (Managing Training & Development) | -Presentation Skills |
| -Craft Training Certificate (Train the Trainer) | -Negotiations Skills |
| -Master Group Training Certificate (GTC Master Trainer) | |
| -Solving Everyday Problems | -Mentoring Skills |
| -Leading Effective Meetings | -Team Building |
| -Building Great Teams | -Effective Management Skills |

Harvard Online Certification

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|-----------------------|------------------------------|
| -Managing Diversity | -Career Management |
| -Delegating | -Managing the Hiring Process |
| -Developing Employees | |

Publications

Impact of Financial Rewards on Job Satisfaction and Employee retention Jan 2017
Antecedents & consequences of knowledge hiding: The roles of HR practices. Organizational support for creativity, innovative work behavior & task performance (Journey of Business Research 2020)

Languages

Arabic: Native Fluency **French:** Fluent **English:** Fluent

Education

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| 2007-2010 | Lebanese American University (LAU) _ Beirut, Lebanon
Master's in Business Administration- High Distinction |
| 1999-2003 | Lebanese American University (LAU) _ Beirut, Lebanon
Bachelor Degree in Business Administration – High Distinction
Degree focus: Hospitality and Tourism Management |
| 1990-1999 | Collège Protestant Français
French Baccalauréat
Equivalent to high school Diploma in Philosophy |

Awards

Middle East Hotelier 2019 Awards

Highly Commended HR & Training Person of the Year for 2019

IHG IMEA HR Leader Impact Award – Winner 2021

IHG Task Force Assignment

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| Nov 2021: | Cluster HR Director Crowne Plaza & Holiday Inn Kuwait |
| Mar 2022: | HR Consultant Crowne Plaza OCEC Muscat, Oman |