SHEROMA DAWOOD
CURRICULUM VITAE

Female
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CAREER OBJECTIVE

A strategic and accomplished Senior HR Professional with a strong focus on driving organizational success through effective HR management. Demonstrated expertise in developing and executing HR strategies, attracting top talent, fostering employee engagement, and ensuring HR compliance.

Proven ability to build high-performing teams, cultivate a positive work culture, and optimize HR processes to support business growth. Committed to continuous learning and staying at the forefront of HR best practices to deliver impactful results. Ready to leverage my skills and experience to drive HR excellence and contribute to the success of a forward-thinking organization.

Offering over ten years of experience in developing and implementing HR strategies, policies, and programs aligned with business objectives. Adept at building high-performing teams, fostering a positive work culture, and optimizing HR processes to attract, develop, and retain top talent.

WORK EXPERIENCE

Allways Fresh SA — July 2023 to October 2023
Chief Human Resources Officer
Direct Reports : 12
Reporting to: Directors
Reason for leaving: Contract Concluded
RESPONSIBILITIES:

- **Human Resources Development: *Development of HR Strategy and Operational Plans***
- **Payroll Management and Administration**
- **KPA and Wage Scale comparison Management**
- **Employee Relations**
- **Organizational Development & Overall management of the HR and Wage/Salaries Administration Department**
- **Personnel Management and Administration, including proper record-keeping and update of all personnel files**
- **Policy Development and Planning**
- **Transformation**
- **Employment Equity and Diversity Management: *Ensure compliance with applicable laws regulating Employment Equity, including implementing plans to help the organization achieve the set Employment Equity Targets and Plans***
- **Company Culture Management**
- **Talent Acquisition and Retention**
- **Industrial Relations management**
- **Employee Welfare/Wellness**
- **Management of Recruitment**
- **Job evaluation and Salary Benchmarking**
- **Compensation and Benefits grading**
- **Organizational restructuring**

All Ad hoc organizational responsibilities

Litsamaiso March 2023 - June 2023
Senior Human Resources Manager
Direct Reports: 8
Reporting to: Chief Executive Officer
Reason for leaving: Persue better opportunity
RESPONSIBILITIES:

Assisting the Chief Executive Officer and the Board of Directors to achieve the strategic objectives of the organisation with a focus of human capital deliverables. Specific focus of the following:

- Ensuring compliance of employment law
- Oversight on good practice of HR Administration
- Policy and Procedure Development
- Maintaining and managing harmonious Labour relations through constant engagement with organised Labour.
- Undertaking job evaluation and salary bench marking
- Management of learning and development
- Management of recruitment
- Facilitation of performance and talent management
- Management of compensation and benefits
- Management of Occupation Health and Safety

HR Team Management

- Serve as the primary source of HR knowledge in response to employee and/or supervisor requests, be well versed in HR Policies, and provide weekly, monthly and quarterly HR metrics as required
- Ensure all Generalist HR activities are carried-out in adherence to these standards
- Work with the Senior Management team to determine workforce needs, identify human resource and competency gaps, and devise a development and workforce plan to facilitate nationalizing roles and staff retention
- Manage, train, mentor HR team; create detailed plan to build capacity for every HR staff, including performance objectives, recruitment and commitment to development
- Ensure that the HR team is working in a harmonized manner with consistency among application of policy throughout all offices, and identify and implement mechanisms to ensure cooperation, communication and teamwork

Emerald Resort and Casino July 2022 - October 2022
Executive Head Human Resources
Direct Reports: 5
Reporting to: Director
Reason for leaving: Contract concluded
RESPONSIBILITIES:

- The HR Executive: responsible and accountable for the vision and the strategy.
- Driving the internal culture as well as best practice through the entire Human Resource function throughout the company nationally.
- Process and infrastructure, Training, Job Profiling, Recruitment
- Performance Management, Payroll, Industrial Relations with CCMA representation and Integration of technology into business process.
- Develop supportive plans of action for staff care as part of the overall response strategy, ensuring a comprehensive approach to support the well-being of staff and foster a positive working environment. Recommendations in this plan should address actionable activities and advice to support the morale and the social, physical, and psychological well-being of staff.
- Conduct assessments for staff care needs in all operational sites and field offices, when needed.
- Work to actively engage in building trust with staff at all levels and in all roles.

- Develop, gather and distribute Stress and Trauma Management (STM) educational reading and materials to all staff on a regular basis.
- Conduct formal and informal STM trainings and ensure structures are in place to support stress management activities and structures.
- Utilize various methods to understand the support needs, concerns, and stress levels of staff, and advise management through regular consultation on how to better meet the needs of staff to minimize any issues.
- Develop & coordinate staff care services with other local agencies and professional organizations.

Digi Group July 2021 - March 2022
Group Head Human Resources
Direct Reports:16
Reporting to: Director
Reason for leaving: Restructuring

RESPONSIBILITIES:

- As an (Group Head) I form a strategic HR role that involves working closely with business leaders to develop and implement HR programs that support the overall goals and objectives of the organization. Responsible for providing guidance and support to managers and employees on a variety of HR issues, including talent acquisition and management, performance management, employee relations, and compensation and benefits.

Here are some of the key responsibilities:

- Partner with business leaders: work closely with business leaders to understand their goals and objectives and develop HR programs that support them.
- Develop and implement HR programs:
- Responsible for developing and implementing HR programs and policies that align with the organisational strategy and goals.
- Introducing performance management, salary bands and job levels
- Introduction of health and safety practices, committee
- Develop HR policies & processes and ensure understanding and compliance with them.
- Implement the team's learning and development mechanism and ensure its compliance.
- Work with department heads to assess the training needs of every team.
- Implement effective sourcing, screening, and interviewing
- Maintain personnel records in line with company policy.
- Implement and manage the performance review procedures.
- Ensure compliance with the monthly one-on-one process.

Talent Acquisition and Management:

- Play a key role in identifying top talent and developing succession plans for key positions.

Performance Management:

- Work with managers to set goals and expectations for employees and provide guidance on performance improvement.
- Change Management
- Credible HR Change agent

Employee Relations:

- Responsible for resolving employee issues and providing guidance and support to managers on employee relations matters

Compensation and Benefits:

- Work with business leaders to develop and implement compensation and benefits programs that are competitive and aligned with the organisation's overall strategy.

Data Analysis and Reporting:

- Analyze HR data to identify trends and develop insights that can inform HR strategy and decision-making.
- Overall, I am a strategic partner to the business, working closely with leaders to develop and implement HR programs that support the organisation's goals and objectives.

ALU Stock October 2019- October 2020
General Human Resources Operations Manager
Direct Reports:6
Reporting to: Director
Reason for leaving: Contract concluded

RESPONSIBILITIES:

- Direct and coordinate activities of businesses or departments concerned with the production, pricing, sales, and/or distribution of products.
- Manage staff, preparing work schedules and assigning specific duties.
- All Human Resources functions (Recruitment, Performance management, legalization, policies and procedures, training and development, Labour relations, payroll)
- Review financial statements, sales and activity reports, and other performance data to measure productivity and goal achievement and to determine areas needing cost reduction and program improvement.
- Establish and implement departmental policies, goals, objectives, and procedures, conferring with board members, organization officials, and staff members as necessary.
- Determine staffing requirements, and interview, hire and train new employees, or oversee those personnel processes.
- Monitor businesses and agencies to ensure that they efficiently and effectively provide needed services while staying within budgetary limits • Oversee activities directly related to making products or providing services.
- Direct and coordinate organization's financial and budget activities to fund operations, maximize investments, and increase efficiency.
- Determine goods and services to be sold, and set prices and credit terms, based on forecasts of customer demand.
- Manage the movement of goods into and out of production facilities.
- Locate, select, and procure merchandise for resale, representing management in purchase negotiations.
- Perform sales floor work such as greeting and assisting customers, stocking shelves, and taking inventory.
- Develop and implement product marketing strategies including advertising campaigns and sales promotions.
- Plan and direct activities such as sales promotions, coordinating with other department heads as required.
- Direct non-merchandising departments of businesses, such as advertising and purchasing.
- Recommend locations for new facilities or oversee the remodelling of current facilities. Plan factory layouts,

BP March 2015 - September 2019
HR Manager
Direct Reports:14
Reporting to: Director
Reason for leaving: Contract concluded

RESPONSIBILITIES:

- Conducts weekly meetings with respective business units.
- Consults with line management, providing HR guidance when appropriate.
- Analyzes trends and metrics in partnership with the HR group to develop solutions, programs and policies.
- Manages and resolves complex employee relations issues. Conducts effective, thorough and objective investigations.
- Maintains in-depth knowledge of legal requirements related to day-to-day management of employees, reducing legal risks and ensuring regulatory compliance. Partners with the legal department as needed/required.
- Provides day-to-day performance management guidance to line management (e.g., coaching, counselling, career development, disciplinary actions).
- Works closely with management and employees to improve work relationships, build morale, and increase productivity and retention.
- Provides HR policy guidance and interpretation.
- Develops contract terms for new hires, promotions and transfers.

Sigma/Ventmed July 2013 - February 2015
Human Resources Chief Operating Officer
Direct Reports:24
Reporting to: Director
Reason for leaving: Contract concluded

RESPONSIBILITIES:

- Staff planning (creating job descriptions, pre-screening of potential employees, conducting background checks, approval of rejection letters, participated interviews, over seen progress oforientation and induction, regular meetings with manager to identify skill gap and merge the best suited candidate
- Created and designed company's first code of conduct
- Played key role in establishing new offices and department structures
- Structured and implemented programs and policies in the area of training compensation structures and benefit packages and incentives
- Experience of various administration of benefits and compensation programs
- Introduced managers to follow up on workplace injuries
- Reduced salary costs by 15% by ensuring that the company does not have to pay
- benefits out to employees who are not eligible
- Introduced company to their first performance review
- Recruited according to self-standards set for each department
- Created group benefits and employee data bases
- Updated employee equity stats.
- Coaching of managers with high levels of confidentiality
- Employee analysis with departmental heads to establish needs
- Setting and approval of each department budgets
- Established employee contracts according to permitted legislation
- Participate in disciplinary hearings (company representation)
- Formulated code of conduct and ensuring each employee has a broad understanding of the company policies and procedures

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EARLIER CAREER PROGRESSION

Client Relationship Manager Discovery January 2013-June 2013
Reason for leaving : Contract concluded

General Human Resources Operations Manager Biscotti Foods July 2012-December 2012
Reason for leaving: Contract concluded
Direct Medical Sales Representative Aspen Pharmacare January 2012 - June 2012
Reason for leaving: Contract concluded
General Human Resources Manager Food Maestro January 2009 - December 2011
Reason for leaving: Persue better opportunity
Human Resources Generalist AMKA Products PTY LTD January 2004 - December 2008
Reason for leaving: Persue better opportunity

EDUCATION

Human Resource Management -HONS BTHR Tshwane University of Technology 2009

National Diploma in Human Resource Management Tshwane University of Technology 2008

Human Resource Administration Certificate Tshwane University of Technology 2005

N4 Business Studies Accounting Centurion College

SKILLS AND KNOWLEDGE

HR Metrics · People Analytics · Advising People · CCMA · People Development · Management Development · HR Business Partnering · Human Resources (HR) · Business Process Outsourcing (BPO) · HR Operations · Coaching · Data Analysis · HR Transformation · Onboarding · Business Strategy · Workforce Planning · Succession Planning · HR Strategy · HR Policies · Strategic Human Resource Planning · Human Resources Information Systems (HRIS) · Leadership Development · Organizational Effectiveness · Change Management

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ATTRIBUTES

Excellent Communication Skills (verbal & written) • Multitasking • Time management • Adaptable • Stress Management • Leadership Skills • Decision Making • Conflict Resolution • Flexibility • Organizing and Planning Work well under pressure • Interpersonal Skills • Strategist • Willing to learn • Team Work • Handling Confidentiality • Strong morals and Professional Ethics • Emotional Intelligence • People Management

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REFERENCES WILL BE PROVIDED ON REQUEST