

TRACY SAMAHA

PEOPLE AND CULTURE MANAGER

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Beirut, Lebanon

PROFESSIONAL SUMMARY

As a seasoned humanitarian with a background in psychology, I am deeply committed to promoting social justice and improving the lives of marginalized communities. With extensive expertise in People and culture, I specialize in optimizing human resources to drive organizational performance while ensuring compliance with policies and labor laws.

Throughout my career, I have implemented data-driven solutions to enhance P&C functions such as recruitment, employee relations, compensation, and benefits. My proficiency in HR analytics and metrics has enabled me to identify areas for improvement and develop effective strategies to address them.

I have a proven track record of successfully implementing change management initiatives and improving employee engagement, retention, and productivity. I excel in talent management, staff well-being, and strategic leadership.

EXPERIENCE

People and Culture Manager

Maven Insights and Solutions - Lebanon, Tukey, KSA, Dubai

July 2023 - Present

- Oversaw the maintenance and development of HR policies and systems, ensuring effective communication and diligent adherence.
- Actively proposed innovative suggestions to create new policies prioritizing the well-being and mental health of team members.
- Developed and managed mentorship programs to facilitate knowledge-sharing and personal growth among team members, fostering a sense of belonging and mutual support.
- Handled all aspects of the employee lifecycle, including onboarding, orientation, and offboarding processes, providing a supportive and growth-oriented experience.
- Conducted needs assessments based on performance reviews, creating mentorship and learning plans, as well as performance improvement strategies to retain and develop talent within the company.
- Provided recommendations to partners and directors regarding promotion opportunities, ensuring transparency and fairness in advancement processes.
- Upheld and implemented career path and grading policies, guiding team members toward purposeful career growth.
- Continuously monitored market conditions, including inflation rates and salaries in the MENA regions and countries where the company operates, standardized the compensation and benefits policy to ensure equitable compensation practices.
- Responsibly managed employee requests and grievances, collaborating with an ombudsman when necessary.
- Proactively implemented measures to reduce employee turnover and enhance job satisfaction, promoting staff well-being plans.
- Developed and maintained career paths and grading plans for support roles, supporting professional development.
- Offered valuable insights and input on company strategy in areas related to resourcing, people, and culture.

- Strategically planned and managed employee engagement and communication initiatives, including company events and gatherings, aligned with organizational goals and budgets.
- Devised and executed annual training and development plans, fostering the growth of skills and competencies among team members.
- Managed and suggested rotation opportunities between engagements for team members, promoting diverse skill sets and enriched experiences.
- Cultivated relations with authorities for subsidy programs supporting the development of Saudi national hires.
- Oversaw the timely conduct of employee engagement surveys, analyzed results, suggested areas for improvement, and ensured the implementation of enhancement actions.
- Ensured consistent adherence to corporate values throughout the company, aligning them with the values held by team members.
- Identified staff care needs through regular meetings with partners and directors, advised them of potential problem areas related to staff well-being, and implemented solutions as appropriate.
- Implemented anonymous surveys to address concerns and complaints of unfairness and provided staff care support when needed.

People and Culture Coordinator

Hemaya Lejami' al-Mouhamashin

October 2022 - July 2023

- Developed comprehensive staff well-being initiatives and ensured the application of staff-care guidelines and the engagement & organizational well-being framework, with a special focus on LGBTQIA+ inclusive practices and policies.
- Proactively identified and addressed staff care needs through regularly conducted meetings with team members, fostering an environment of open communication and ensuring the concerns of LGBTQIA+ employees and other marginalized communities were considered.
- Served as an advocate for LGBTQIA+ rights and marginalized communities, actively promoting an inclusive and equitable workplace environment.
- Authored, developed, and executed the organization's employee handbook, a comprehensive document outlining company policies, procedures, and benefits with a strong emphasis on diversity and inclusivity, including LGBTQIA+ inclusive language and non-discrimination policies.
- Established an approachable and empathetic HR environment where employees, including LGBTQIA+ individuals, felt comfortable discussing their concerns and seeking resolution.
- Strategically organized quarterly team retreats to strengthen team cohesion and boost overall morale, making sure that these events were inclusive and welcoming to LGBTQIA+ team members.
- Efficiently designed and executed end-to-end recruitment and onboarding procedures, facilitating seamless transitions for new team members, and providing LGBTQIA+ employees with clarity on their rights, obligations, benefits, and entitlements.
- Managed payroll and benefits administration, ensuring the efficient implementation and communication of annual tax-related matters while considering the unique needs of LGBTQIA+ employees.
- Collaborated closely with the Executive Director and Deputy Director to align organizational culture with the mission and values, fostering a unified and purpose-driven workplace that celebrated diversity.
- Developed communication materials and job postings with accessible language and content tailored to underserved communities, demonstrating a commitment to inclusivity.
- Provided guidance and support to staff members throughout the onboarding process, ensuring clarity on their rights, obligations, benefits, and entitlements.
- Conducted regular performance evaluations with employees, offering constructive feedback and resources as needed to facilitate continuous improvement.
- Played a pivotal role in supporting key strategic initiatives, including the development of a new Diversity and Inclusion plan, the implementation of a Flexible employment framework, and the evolution of the workplace strategy.

Human Resources Consultant

January 2022 - October 2022

Tiger International Group - MENA

- Collaborated with the COO to align HR strategies with the overall business goals and objectives
- Worked with the COO to define staffing needs, developed recruitment strategies, and streamlined the hiring process
- Assisted in assessing the current organizational structure, identifying areas for improvement, and developing plans for optimizing the workforce. This included restructuring, succession planning, and talent management strategies.
- Provided guidance on employee relations matters, including conflict resolution, performance management, and addressing workplace issues, while collaborating with the COO to foster a positive and inclusive workplace culture.
- Identified training needs, designed training programs, and oversaw their implementation while working with the COO to enhance employee skills, knowledge, and professional development opportunities.
- Collaborated on compensation strategies, including salary structures, bonuses, and benefits packages, ensuring that the company's compensation practices were competitive and aligned with industry standards.
- Worked with the COO to develop and implement employee engagement initiatives, surveys, and feedback mechanisms to enhance job satisfaction and retention.

Human Resources Strategy Consultant

February 2022 - August 2022

Leeway IM

- Collaborated with the Managing Director to establish HR objectives, goals, and requirements for the company, emphasizing the importance of fostering a positive and inclusive workplace culture.
- Conducted in-depth research to identify potential workforce challenges and inefficiencies, subsequently developing strategies to promote continuous performance improvement and enhance employee experiences.
- Delivered regular training sessions and provided ongoing coaching and mentorship to team members, promoting capacity building, ownership, and a strong commitment to gender equality, diversity, and inclusion.
- Offered professional counsel to create and executed an action plan aimed at preventing and effectively addressing discrimination within the organization, ensuring a respectful and equitable workplace.
- Designed tailored HR plans and company-specific approaches that prioritized employee satisfaction and growth, reflecting our commitment to a diverse and supportive workplace.
- Conceived, organized, and facilitated the development of interactive and engaging training programs, aimed at enhancing employee skills, knowledge, and fostering inclusivity throughout the organization.
- Examined and actively promoted diversity programs, sharing successful practices to create a more inclusive workplace that celebrated differences and promoted equity.
- Oversaw the seamless introduction and integration of new HR policies, procedures, tools, and strategies designed to support employee well-being and development, while aligning with our organizational goals.
- Evaluated the impact of new HR policies through the analysis of human capital data, ensuring alignment with our overarching objectives and continuous improvement in employee experiences.
- Prepared insightful analytical reports and presentations for management, offering data-driven recommendations to enhance our workplace culture, foster diversity & inclusion, and support employee growth.
- Ensured that all workforce activities and operations aligned with the company's overarching goals, emphasizing a culture of respect and inclusion.
- Collaborated in the design and implementation of the company's HR systems, streamlining processes and enhancing accessibility to support our people and culture initiatives.
- Conducted both quantitative and qualitative research, meticulously analyzing data to inform our diversity and inclusion efforts, as well as to support employee development and continuous performance improvement, contributing to the organization's ongoing success

Executive Administration Assistant

The International Rescue Committee

January 2020 - January 2022

- Collaborated with GEDI Counsel, actively participating in trainings and contributing to brainstorming sessions.
- Assisted in revising contracts before finalization, ensuring compliance with legal requirements.
- Coordinated HR-related activities for senior management job openings, including preparing job descriptions (JDs), terms of reference (TORs), and hire requests.
- Facilitated smooth onboarding of new senior management hires by coordinating onboarding meetings and ensuring necessary documentation was prepared.
- Directed and monitored daily office operations, ensuring efficient functioning of administrative processes.
- Ensured timely completion of financial tasks, collaborating with the Finance department and communicating payment readiness to internal and external stakeholders.
- Conducted department onboarding training sessions for new joiners, providing necessary materials and guidance.
- Managed supplies inventory, including stationary and COVID-19 prevention materials, ensuring proper distribution, tracking, and timely reordering.
- Revised budgets and controlled expenditures related to supplies management.
- Served as the central liaison and primary contact for tender-related activities within the organization, assuming a pivotal role in facilitating the procurement process, which included active participation as a key member of the procurement committee responsible for in-depth bid analysis and evaluation.
- Coordinated with the HR department to maintain accurate records of the administration team's attendance and tracked transportation allowances.
- Updated the organization's contacts directory on a monthly basis, liaising with the IT and HR teams to ensure accuracy and accessibility of information.

Human Resources Coordinator

Silkor Holding

May 2019 - January 2020

- Led the recruitment process, including candidate screening, reference checks, and coordinating compensation and benefit documentation.
- Scheduled meetings, interviews, and HR events, and provided timely updates to stakeholders regarding the recruitment process.
- Coordinated and delivered training sessions and seminars to support employee development.
- Provided guidance and support to employees seeking professional development opportunities.
- Processed payroll accurately and promptly, resolving any errors and overseeing termination paperwork and exit interviews.
- Managed employee benefits programs, including health insurance, retirement plans, and other perks.
- Handled leave requests for employees in Lebanon, GCC, UAE, and the Levant region.
- Managed employee absences, tracked leave balances, and ensured compliance with regulations and policies.

Training Supervisor

Al Shaya Group

June 2017 - April 2019

- Collaborated with department managers and HR professionals to identify training needs and developed customized training programs that meet the needs of individual departments and employees.
- Created and delivered training content and materials, including presentations, manuals, and online resources.
- Evaluated the effectiveness of training programs and made improvements as needed.
- Managed budgets and resources to ensure that training programs are delivered efficiently and cost effectively.
- Provided coaching and support to employees seeking to improve their skills and competencies.
- Maintained accurate records of employee training and development, and generated reports as needed

Human Resources and Operations Manager

Dashing Diva

February 2014 - February 2017

- Established performance goals and deadlines in alignment with the company's plans and vision.
- Organized workflow and ensured that employees understood their duties and assigned tasks.
- Monitored employee productivity, provided constructive feedback, and offered coaching as needed.
- Handled legal documents pertaining to employee matters, such as contracts and confidentiality agreements.
- Assisted in preparing regular reports on employee performance and HR metrics.
- Processed payroll accurately and in a timely manner, including tasks related to bonuses and compensation.
- Developed and maintained both digital and physical filing systems to ensure organized and accessible HR records.
- Submitted and reconciled expense reports, ensuring accuracy and compliance with company policies.
- Planned, coordinated, and supervised the recruitment and onboarding processes.

PUBLICATIONS

LinkedIn Newsletter - HR Oasis Insights

Curating HR insights, digitization updates, and workplace well-being strategies to foster a thriving and healthy work environment.

<https://www.linkedin.com/build-relation/newsletter-follow?entityUrn=7066882872560766976>

VOLUNTEERING

Beirut Blast - August 2020

- Assisted in the clean-up and debris removal from affected neighborhoods.
- Helped to distribute food, water, and other supplies to those affected by the blast.
- Assisted with the repair and rebuilding of homes and buildings that were damaged in the blast.
- Collaborated with other volunteers to organize and coordinate rebuilding efforts.
- Helped with the collection and distribution of donations, including clothing, furniture, and other household items.
- Offered emotional support and counseling to those affected by the blast, including children and families.
- Helped to organize and participate in community events and activities to promote healing and rebuilding.
- Participated in the building of temporary housing for those left homeless by the blast
- Raised awareness of the needs of those affected by the blast, and encouraged others to get involved in the rebuilding efforts

SKILLS

- Human Capital
- Training and Development
- Policies and Procedures
- Report Generation
- Microsoft Office
- Technology Industry
- Data Analysis
- HRIS
- Power BI
- Slack Software
- Ethical Conduct
- Innovative Solutions
- People Analytics
- Emotional Intelligence
- Gender Equality Diversity and Inclusion
- Operational Improvement
- Sustainable Growth

EDUCATION

- **Industrial Psychology** - *Holy Spirit University*
- **Modern Applied Psychology** - *International Association of Therapists*
- **Course in People Analytics** - *University of Pennsylvania*

CERTIFICATIONS

- **Human Resources Management in the Humanitarian Contexts**
- **Data Analysis**
- **Managing Recruitment**
- **Introduction to Child Psychology**
- **Introduction To Protection, Gender, and Inclusion**
- **Personal Safety And Security**
- **Gender Equality**
- **Field Equality, Diversity, And Inclusion**
- **Developing Individual Mental Toughness**
- **Psychological First Aid for Children**
- **Child Rights and Why They Matter**
- **Finance and Budgets in Emergencies**
- **Field Procurement**
- **Introduction to Nutrition**
- **Emerging respiratory viruses, including COVID-19**
- **Training And Development for Managers**
- **Building Personal Resilience for Humanitarians**
- **The Recruitment Process**