



Priya Pais D'costa

Senior HRBP | HR Manager | Senior HR Professional.

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Profile

As an accomplished and results-driven HR specialist with a proven track record spanning over 15 years in HR functions, I am recognized for my exceptional business acumen, consistently delivering exemplary HR consultancy to a diverse range of senior C-suite leaders. I am a strategic visionary, adept at achieving measurable outcomes while concurrently fostering robust relationships across all echelons of the organization. My hallmark is my exceptional interpersonal proficiency, enabling me to efficiently engage, influence, and inspire stakeholders at every tier, from business owners and executives to cross-functional teams and individual contributors, thereby driving tangible and strategic business results. I take pride in my role as a collaborative team player, coupled with the independence and autonomy to catalyze and steer HR initiatives towards success.

A global citizen, Portuguese National, based in Dubai for over 20 years, currently works in Abu Dhabi, primary residence Lisbon, Portugal.

Languages spoken : English, Portuguese, Hindi, Konkani
Current Passport – Portugal

Date of Birth : 04 – May 1974

Holds a Valid UAE Residence Visa

Address; - # 99, Villa Nova, Emirates Road, Dubai, UAE

Professional Specialization

- Talent Management
- Employee Relations and Engagement
- Performance Management
- Organizational Design
- Strategic Workforce Planning
- Recruiting & Compliance
- Change Management

Other large projects managed or ongoing:

- Aviation Company (FBO) / Largest Sports Training provider/ Property Management and Hospitality Company
- Managed and delivered various Organization Design and Development projects concurrently. Large to Small project)

Qualifications (Over view)

- **Masters in Business Administration** - Institute of Management Education @ Pune (Completion October 2018 First Class with Distinction)
- **Diploma in Human Resources Development** from All India Institute of Management Studies
- **Bachelors Degree in Business Administration** American Global International University.
- **Job Analysis and Job Evaluation** - Certificate of Competence
- **IATA - Diploma in International Airline and Travel Management with Honours.**

Professional experience

HR Manager / Senior Client Consultant

Oct 2020 – current

WFC Holding - Abu Dhabi Airports (Seconded).

At the executive level, my accomplishments encompass strategic HR initiatives with a focus on organizational restructuring, talent management, and client relations. These key highlights underscore my ability to drive impactful change and enhance operational efficiency:

- Strategic Restructuring Leadership: Successfully designed and managed comprehensive restructuring projects for Abu Dhabi Airports and its subsidiaries. This involved collaborating closely with key stakeholders and Chiefs of Divisions to align the organizational structure with the overarching vision and strategy.
- Role Clarity and Evaluation: Conducted meticulous audits to ensure role clarity and responsibilities for over 200 positions. Utilizing the Hay Methodology, I executed thorough job analysis and evaluation, resulting in well-defined roles and structures.
- Benchmarking Expertise: Led benchmark exercises to assess grading and salary structures against market standards, presenting a balanced remuneration scale that aligns with industry benchmarks.
- Policy and Procedure Enhancement: Conducted rigorous audits against industry/market standards, culminating in the review and proposal of revised HR policies, procedures, and SOPs to the board for approval.
- Implementation Mastery: Prepared comprehensive implementation packages for each division, encompassing structural analysis, grading, headcount, cost, and manpower assessments. These packages were instrumental in securing management approval for restructuring initiatives.
- Talent Acquisition Facilitation: Managed approvals for vacant positions, streamlining talent acquisition processes and ensuring the provision of top-tier outsourced HR services.
- Client-Centric Approach: Established and nurtured strong relationships with both head office and clients, overseeing various initiatives such as integration, talent acquisition, and data management. My commitment to understanding and managing client priorities has consistently ensured successful project outcomes.

Previous experience

Etihad Aviation Group, Abu Dhabi

Mar 2004 – Nov 2018

HR Business Partner/ Manager

Senior Organization Development Officer (Compensation & Benefits)

Global Rewards and Policies Officer

Shukran Awards from Etihad Airways (Group Head office)

- 1) Legal Department
- 2) Security Department
- 3) Etihad Airways – long service award

Recognized for

1. Implementing employee engagement policies where I made sure that the employees stayed engaged and motivated.
2. Strengthening workplace relationships.
3. Achieved multi-layered employee engagement across Executive Offices and implementation managers

In my time with Etihad Airways I have worked across various business verticals including the President and CEO's office / Legal / Internal Audit Risk and Compliance / Corporate Affairs and International Public Affairs / Executive Affairs / Corporate & Aviation Security / Corporate Strategy / Fleet Planning and Aero-political Affairs / Commercial and Strategic Partners/ Transformation Office.

- Performance Management Excellence: I successfully implemented a comprehensive performance management system across all business areas under my supervision, achieving a remarkable 100% completion rate.
- Talent Nurturing and Succession Planning: As a leader, I took charge of talent identification and meticulously ensured that robust succession plans were in place, along with effective retention strategies. This encompassed achieving 100% coverage for High Potential individuals, identifying successors for 100% of critical roles, and reaching a 90% success rate in successor identification.
- System Transformation Facilitation: I played a pivotal role in supporting the implementation of a critical system transformation project, overseeing the transition from Oracle to SAP seamlessly.
- Empowering Teams through Training: Recognizing the importance of user adoption, I conducted comprehensive training sessions for various business areas, equipping them with the skills and knowledge required for efficient day-to-day usage of the new SAP system following the Oracle to SAP migration.
- Strategic Talent Consultation: My role also involved identifying, advising, and influencing business owners regarding key talent personnel crucial for development roadmaps and succession planning, thereby ensuring business sustainability and continuity.
- Efficient Restructuring: I designed, advised, and successfully implemented a cross-departmental restructuring initiative. This strategic move aimed at achieving lean, efficient, and cost-effective organizational structures in both the short-term and long-term perspectives, resulting in substantial cost savings totaling 1.8 million.
- Enhancing Organizational Agility: I led and delivered an end-to-end project in collaboration with business areas to identify and consolidate job roles into a unified Job Family framework. This transformation reduced complexity and introduced a heightened level of agility to the business operations, fostering efficiency and adaptability.

Emirates Airline, Dubai
Recruitment Officer

May 2002 – Feb 2004

My assignments reflect my commitment to delivering a comprehensive and efficient recruitment process, especially when dealing with high-volume recruitment for a prestigious client like Olympic Airways within the Emirates Revenue Accounts

- Candidate Screening and Selection: I meticulously reviewed and shortlisted candidates, conducting a thorough assessment of their qualifications and suitability for the roles.
- Document Verification and Interviews: In addition to screening, I meticulously scheduled and conducted interviews to assess candidates' skills, experience, and cultural fit within the organization.
- Logistical Planning and Oversight: Incharge of planning and overseeing logistics at various interview venues,
- Recruitment Coordination: My role extended to Dubai, where I facilitated recruitment coordination for successful onboarding. This encompassed ensuring that the transition from selection to onboarding was efficient and well-organized.

Earlier experience and roles

2001 - 2002	DMG INDEX Exhibitions, Dubai Office Manager
1999 - 2001	Emirates Airline – Arabian Adventures, Dubai Tour Consultant - Inbound
1997 – 1998	UVI Ltd – Goa Operations Executive
1996 – 1997	Travel Corporation of India Travel Representative