Yara Elise Alami

HR Business Partner

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People operations outcomes

360 employees — Advisory coverage for customer operations across four sites.

16 to 10 working days — Median time to initial case review across comparable quarters.

28 internal moves — Completed through a shared vacancy and manager release process.

Summary

HR business partner supporting multi-site customer operations. Works with managers on staffing plans, employee relations, performance discussions and internal mobility. Turns case and attrition patterns into targeted manager support while keeping individual case information confidential.

Experience

HR Business Partner

Ravelin Quay Customer Operations | 2021-08 – Present

- Advise managers supporting 360 employees across four sites. Review monthly staffing assumptions with Finance and flag posts with competing hiring and internal development options.
- Mapped delays in case triage to missing records and unclear ownership. Introduced an intake checklist and shared follow-up queue. Median time to initial case review fell from 16 to 10 working days across two comparable quarters.
- Set up a process for internal vacancies with Operations and area managers. Recorded release dates and handovers for 28 internal moves, changing recruitment priorities when teams could fill roles internally.
- Coached managers on preparing performance discussions with observed examples and clear next steps. Routed cases outside ordinary guidance to the appropriate specialist and tracked the follow-up date.

People Operations Adviser

Juniper Gate Service Centres | 2018-04 – 2021-07

- Reconciled new starter records with managers and payroll before each intake. Added a pre-start review for missing shift details so recruits could receive complete arrival instructions.
- Reviewed exit interview themes across three teams and checked whether they aligned with working-hour and tenure data. Presented possible causes with limitations before managers chose which actions to trial.
- Helped run manager training on probation reviews. Checked that work examples and actions were specific before records went into the relevant HR file.

Education

Bachelor of Business in Human Resource Management

Cedarshore Business College | 2018

Skills

Workforce planning · Employee relations · Internal mobility · Manager coaching · Case triage · People reporting

Languages English · Arabic