

# APRIL SAYO

HR Manager | Learning & Development Specialist | English Teacher

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## Professional Summary

An accomplished HR Manager, Learning & Development Expert, and English Teacher with over 15 years of diverse experience in human resource management, corporate training, and educational instruction. Holding a Bachelor's degree in Secondary Education with a major in English, a Certified Human Resources Professional (CHRP) qualification, and currently pursuing a CIPD Level 5 diploma. Excels in designing and implementing comprehensive HR and L&D strategies, developing and delivering impactful training programs, and driving organizational success through effective leadership.

A highly qualified HR, training and academic professional who can be trusted to foster a culture of continuous learning and development, while optimizing operational efficiency.

## Professional and Technical Skills

HR Operations

Training and Development

Employee relations

Recruitment & Onboarding

Performance Management

Communication Skills

Presentation Skills

Classroom Management

Microsoft Office Suite

HRIS & LMS

E-Learning Software

Office Administration

## Notable Achievements

- Successfully established HR systems, policies, and procedures from the ground up, leading to a structured and effective HR operations at Kintsugi Space, Abu Dhabi.
- Designed and implemented comprehensive onboarding programs, increasing new hire retention rates.
- Developed and delivered impactful training programs, enhancing employee performance using LMS.
- Developed and implemented a competency framework for employees across all levels, aligning skills development with organizational goals.
- Managed corporate training programs at HSBC, aligning with KPIs and driving continuous improvement through targeted training interventions.
- Improved English proficiency levels (A1 to C1) for students at Emirates Schools Establishment through innovative teaching methods.
- Customised instructional techniques, learning technologies and materials to meet diverse academic needs and learning styles.

## Work Experience

### HR Manager

Kintsugi Space, Abu Dhabi

July 2022 - Sept 2024

- Managed end-to-end HR operations, including recruitment, onboarding, performance management, and employee relations.
- Developed and implemented strategic HR policies and procedures in alignment with organizational goals and UAE labour laws.
- Managed the full employee life cycle, from recruitment to separation, ensuring a positive employee experience.
- Maintained HR systems and processes and utilized performance management tools to provide guidance and feedback and foster professional growth.
- Developed, created materials, and delivered training programs in collaboration with various departments.
- Integrated learning and development initiatives with talent management.

- Led end-to-end recruitment and selection processes, including candidate sourcing, interviewing, and managing the hiring process.
- Developed and implemented comprehensive onboarding programs, including orientation and training sessions.
- Designed and administered competitive compensation and benefits programs in collaboration with payroll and finance teams.
- Conducted regular performance and salary reviews to ensure fair and consistent practices.
- Designed and implemented effective employee retention strategies.
- Served as the primary contact for employee inquiries regarding HR policies, benefits, and other HR-related matters.
- Managed employee relations, including conflict resolution, grievances, and disciplinary actions.

## **English Language Teacher**

*Emirates Schools Establishment*

*Nov 2019–July 2022*

- Taught English to Cycle 1 and Cycle 2 students using 21st-century teaching principles, fostering a learner-centered environment and tailoring strategies for different academic needs.
- Integrated 21st-century teaching methodologies and innovative learning principles to deliver a dynamic and engaging English curriculum.
- Guided students from basic (A1, A2) to advanced (C1, C2) English proficiency levels, achieving significant language improvements.
- Designed and implemented interactive lessons, activities, and projects for both online and in-person learning environments, enhancing student engagement.
- Fostered a learner-centered classroom atmosphere, promoting active participation and collaboration among students.
- Developed comprehensive lesson plans and individualized improvement strategies to meet diverse academic needs and learning styles.
- Utilised Learning Management Systems (LMS) effectively to streamline teaching processes and facilitate student learning.
- Applied a variety of instructional strategies to build positive relationships, encourage collaboration, and support purposeful learning.
- Implemented differentiated instructional techniques tailored to students' academic levels and learning preferences.
- Adhered to assessment guidelines and strategies, ensuring accurate and fair evaluation of student performance.
- Established strong rapport with students, colleagues, counselors, administrators, and stakeholders, supporting overall student development and well-being.
- Participated in continuous professional development to enhance teaching skills and remain current with the latest educational practices.

## **Human Resources Generalist**

*City Pharmacy, Abu Dhabi*

*June 2014 – October 2019*

- Supported daily HR and office operations, including employee contracts, visa processing, and finance reporting, ensuring smooth and efficient workflow.
- Served as the primary point of contact for staff, providing comprehensive support on HR-related inquiries and maintaining high levels of employee satisfaction.
- Coordinated medical health insurance applications, renewals, and cancellations, ensuring timely and accurate processing.
- Supported the recruitment, selection, and onboarding processes, facilitating seamless transitions for new hires.
- Drafted and issued offer letters, employment contracts, and other documentation in compliance with UAE labour laws and company policies.
- Maintained confidentiality of sensitive records and files, such as salary details, attendance reports, and employment agreements.
- Created detailed business letters, reports, and office memos using Microsoft Office Suite, enhancing internal communication and documentation.

- Participated in various HR projects and initiatives, demonstrating adaptability and contributing to organizational success.
- Coordinated office management tasks, ensuring an organized and efficient work environment for all staff.

## **Performance Coach | Trainer | Learning & Development Specialist**

HSBC

June 2008 – Sept 2013

- Developed and delivered high-quality corporate training programs for new and existing employees, ensuring alignment with customer and operational KPIs.
- Created professional development programs, including delivery mechanisms and timelines, to support employee growth.
- Conducted training needs assessments and evaluations to identify performance gaps and recommend targeted training interventions.
- Provided regular, detailed feedback and reports on trainees' progress, facilitating continuous improvement.
- Managed day-to-day activities of mandatory induction and corporate training sessions as per managerial directives.
- Created and managed training schedules, plans, and learning materials to ensure effective training delivery.
- Reviewed and assessed staff development initiatives, recommending further actions to enhance employee performance.
- Designed and implemented optimized call flow processes to improve customer experience.
- Prepared comprehensive training reports, including observations, corrective actions, and preventive measures.
- Demonstrated strong time management and organizational skills, consistently meeting deadlines for call monitoring and performance reporting.
- Conducted one-on-one coaching sessions with trainees, providing immediate feedback and guidance.
- Analysed performance data to assess and report on individual and team achievements, driving continuous improvement.

## **Education & Certifications**

### **Bachelor of Science in Secondary Education with a Major in English**

Philippine Normal University

### **Certified Human Resources Professional (CHRP)**

Continuing Professional Development (CPD) UK

### **Train the Trainer Certification**

Nadia Training Institute, Abu Dhabi, UAE

### **IELTS (General) Band Score: 8**

IDP IELTS, Abu Dhabi, UAE

### **CIPD Level 5 Associate Diploma in People Management**

ICS Learn UK (In progress)

### **Human Resources Analytics**

University of California, Irvine via Coursera

### **SHA Heart Saver First Aid**

Saudi Heart Association, Saudi Arabia

### **Mental Health First Aid International**

The Saudi Center for Organisational Social Health