

# DAFFRON MACHADO

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## PROFESSIONAL SUMMARY

Results-driven **HR & Operations Manager** with 7+ years of experience across Bahrain and the UAE, specializing in **end-to-end HR management, talent acquisition, compliance, and business operations.**

Proven ability to **build high-performing teams, streamline HR processes, and align people strategy with business objectives.** Strong expertise in Bahrain labor regulations (LMRA, SIO), employee relations, and cross-functional leadership.

Brings a unique combination of **HR, operations, and commercial experience,** enabling effective decision-making in fast-paced, growth-oriented environments.

## CORE COMPETENCIES

- HR Business Partnering
- Talent Acquisition & Workforce Planning
- Employee Relations & Performance Management
- HR Compliance (LMRA, SIO, Bahrain Labor Law)
- Operations & Process Optimization
- Organizational Development
- Payroll Coordination & HR Administration
- Stakeholder & Cross-Functional Management

## PROFESSIONAL EXPERIENCE

### HR & Administration Manager (Office Manager)

**Sanad Engineering, Bahrain** | Aug 2025 – Present

- Lead end-to-end HR and administrative operations, ensuring full compliance with Bahrain labor laws and internal policies
- Manage the complete employee lifecycle including recruitment, onboarding, payroll coordination, and employee relations
- Act as the primary point of contact for LMRA, SIO, and government-related compliance processes
- Develop and implement HR policies and administrative procedures to enhance operational efficiency and governance

- Oversee vendor management, procurement activities, and company asset control
- Provide strategic HR support to leadership including reporting, workforce planning, and decision-making
- Manage document control systems, ensuring proper filing, version control, and audit-ready documentation for HR and project records
- Provide executive and secretarial support to senior management, including scheduling, correspondence, and coordination of meetings
- Strengthen internal processes, improving documentation accuracy, compliance readiness, and overall operational effectiveness.

### Commercial & Project Manager

**Hetco Freight, Bahrain** | May 2024 – Jul 2025

- Led commercial strategy and project execution for logistics operations across regional and international markets
- Increased win rate by **35% through strategic pricing and client-focused proposals**
- Managed end-to-end project lifecycle from **lead generation to delivery and client retention**
- Built and maintained strong client relationships, improving repeat business and revenue growth
- Collaborated with operations teams to ensure timely, cost-efficient delivery

### Head of Operations & HR

**Supercrew Education, Bahrain** | Nov 2022 – May 2024

- Directed full HR and operations functions across recruitment, finance coordination, sales, and performance management
- Improved operational efficiency by **30% through workflow optimization and process restructuring**
- Led large-scale recruitment and training initiatives, building high-performing teams
- Implemented structured performance management systems to enhance employee productivity
- Ensured compliance and accuracy in contracts, payroll, and HR documentation

### Assistant Operations & HR Manager

**Laurels Educational Services, Bahrain** | Jan 2021 – Nov 2022

- Managed recruitment, HR operations, and business development initiatives
- Contributed to **25% revenue growth through improved operational and sales coordination**
- Worked closely with senior management on strategy, performance reviews, and expansion planning
- Delivered training programs and improved team performance across departments

### **Early Career Experience**

Transcriptionist (Remote) — All India Radio, India | 2017 – 2019

Sales Representative (Remote) — Al Mahri Trading | 2020

### **EDUCATION & CERTIFICATIONS**

- BBA – Business Administration
- ACCA (Knowledge Level)
- Certified Manager – AIBM

### **TECHNICAL SKILLS**

ERP | HRMS | ATS | CRM | MS 365 | Tally | Document Management Systems

### **LANGUAGES**

English (Fluent) | Hindi (Fluent) | Tamil (Native) | Malayalam (Conversational) | Arabic (Basic)

### **KEY VALUE PROPOSITION**

- Combines HR expertise with operational and commercial insight
- Strong understanding of Bahrain labor regulations and compliance
- Proven ability to build and manage high-performing teams
- Experienced in fast-paced, multicultural, and growth-oriented environments

### **ADDITIONAL INFORMATION**

- Strong knowledge of Bahrain labor law, LMRA & SIO processes
- Experience working across multi-functional teams and diverse industries
- Valid Bahrain Driving License

### **TARGET ROLES**

- HR Manager | HR Business Partner | Operations Manager | People & Culture Manager | Talent Acquisition Lead