

# Maria Teresa Poblete

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Dubai, UAE

An Employee Experience Manager with over 19 years' of experience across various industries such as Oil & Gas, shipping, freight forwarding, banking solutions, and marketing & advertising.

UAE HR and Labour Law certificate holder. I have dealt with APAC and MEA region on all HR matters that contributed to my broad knowledge and experience in human resources with overall function that includes the end-to-end life cycle of an employee.

## AREAS OF STRENGTH & INTEREST

- Employee Relation / Engagement
- Change Management
- Audit, Payroll, Compensation and Benefit
- DEI – Diversity Equity Inclusion
- Process and Policy Improvement
- HRIS and Data Administration
- Event / Project Management
- Corporate Communication

## RECOGNISED ACHIEVEMENTS

- Nominated for excellence in employee well-being and community impact.
- Led efforts that resulted in being the first organization in the MEA region to be recognized by the Religious Freedom & Business Foundation, highlighting a commitment to values-driven culture, inclusion, and purpose at work.
- Change Management Champion for Oracle HCM Project
- Enhanced Onboarding Experience
- Implementation of DEI Activities
- Improved Employee Engagement on CSR
- Managed all exit formalities for 200+ Employees
- Cost-cutting strategy for Administrative Expenses

## PROFESSIONAL QUALIFICATIONS

Certificate in UAE HR Law; 2015  
Inst. of Professional Managers, USA

BSC – Business Management; 2001  
St. Paul University, Philippines

CIPD Level 5; Ongoing  
CIPD UK

## VOLUNTEERING / PARTNERSHIPS

- Toys with Wings
- Dubai Chambers
- Rise Against Hunger
- Al Jalila Foundation
- Red Crescent
- Emirates Environmental Group
- Dubai Heart Safe City Project (DHA)
- Operation Smile UAE
- Special Needs Development Foundation

## PROFESSIONAL EXPERIENCE

Future Pipe Industries

April 2025 – Present

### Employee Experience Manager – Global

- Lead the design and execution of the employee experience strategy across global business units, with a key focus on the Eastern Hemisphere region.
- Champion the full employee lifecycle, from onboarding to exit, ensuring meaningful engagement, well-being, and cultural alignment at each stage.
- Spearhead enterprise-wide engagement, recognition, and wellness programs, including initiatives that led to regional award nominations and international recognition.
- Collaborate with HR, leadership, and business stakeholders to align people initiatives with organizational values, DEI goals, and performance outcomes.
- Leverage employee feedback, data insights, and global benchmarks to continuously optimize the employee experience and strengthen workforce morale and retention.
- Play a leading role in driving culture transformation and cross-cultural integration across diverse teams in office and shop-floor environments.
- Manage special HR programs, including the Speak-Up Platform (whistleblower-type mechanism), ensuring confidential handling of concerns and alignment with organizational policies.

Enerflex (previously Exterran)

March 2009 – March 2025

### Employee Experience Manager – EH (APAC+MEA)

Worked as HR Generalist before transitioning to Employee Experience role with a focus on enhancing the overall work environment and experience of employees. Along with this I am the Regional SME for HRIS projects and manages the Talent & Development function.

### Employee Experience Manager – Eastern Hemisphere

- Pilot program owner for the region with the aim of transforming the experience of employees within the organization and enhancing Employee Engagement.
- Improved Onboarding process, regional lead for HCM Oracle and SAP SuccessFactors project, Global Newsletter, review and creation of regional policies and finalisation of MEA employee handbook in coordination with local HRBPs and legal counsel.
- Change Management champion. Helped in creating and review of employee journeys and reference guides for stakeholders. Facilitates employee open-house discussion to discuss new policies and processes.
- Regional HR Specialist for Oracle and SAP ERP cloud project assisting MEA and APAC HR team during testing and production processes.
- Manages Eastern Hemisphere HR mailbox for internal communications.
- Responsible for Employee Engagement activities, extended to all offices within the UAE and as applicable to other locations within the region.
- Conducts HR Induction to all new hires within the UAE and other managerial roles in other locations. I work with regional HR representatives to ensure proper onboarding is provided to all new hires in their location.

## HR Operations

- Works closely with PROs on employee immigration and administration matters.
- Collaborate with legal team for employee dispute, company license and company legal documents applications, as well as contractors new / renewal service agreement.
- Manage severance calculation and complete exit formalities including relocation. Employees point of contact for any HR issues, providing guidance on UAE Labour law and company policies and processes. I also handled some Oman, Bahrain, Pakistan, Tunisia and Iraq HR related matters.
- HR Partnering – providing guidance to employees on organization related queries ensuring matters are handled fairly and consistently in line with company policies and local employment laws.

## Payroll, Audit and Employee Data Management

- From 2009 – 2019 – managed monthly payroll for local, regional and international employees.
- Managed corporate purchase, travel & entertainment card and petty cash.
- Auditors – Internal and External point of contact for HR related matters.
- Point of contact for regional HRBPs on reporting requirements.
- Conducts regular audit to ensure accuracy of employee information on HRIS and local record (paper and electronic).
- Administer and maintain employee's leave record and expense claims tracker which includes auditing of supporting documents.

## Recruitment and On-Boarding

- Managed recruitment, working with hiring managers on manpower requirement, employee requisition, job posting and preparation of job descriptions when required. I also did sourcing, screening, shortlisting and initial interview.
- Preparation of compensation proposal / analysis and letters of employment. If it's a contingent worker, collaborated agencies and legal department on preparation of service agreement.
- Manages pre and on-boarding for all new hires in the UAE and occasional assistance to regional HR for managerial positions for their location. This includes completion of joining documents, visa formalities, and travel requirements. I also handled the issuance of employee medical cards, and collaborate with IT and administrators to ensure new employees have what they need to start work smoothly.
- Conducts induction for all hires ensuring they are aware of company code of conduct, policies and processes as well as company culture. For management positions, I prepare a robust onboarding schedule and ensure that meetings with department heads are scheduled.

## Benefits, Compensation and Employee Relation/Engagement

- Lead the Employee Engagement Committee (2012 – 2019) completing quarterly community service held with participation of majority of employees in addition to internal gatherings and activities to boost employee morale.
- Worked closely with corporate compensation team for annual merit and bonus review, process and payout, compensation analysis for new hires and employee compensation changes. Participated in budget preparation in liaison with Finance and Regional HR Manager.
- Coordination with line managers and employees for performance management (reviews, goal settings, dispute, etc).
- From 2012 – 2018, I managed the employees' medical insurance policy and is the focal point of medical insurance provider for any matter relating to census, invoices, claim issues, etc.
- Identify HR process and propose improvements with a focus on employee experience, simplification and efficiency. Supports complex projects by collaborating with colleagues globally to ensure changes are successfully implemented.

## Training & Development, Performance Management and Ad Hoc Responsibilities

- Preparation of training materials when required. Hosting/Facilitation of recurring trainings related to Performance Management.
- From 2009 to 2014, I managed and successfully organized the annual local Gallup survey along with setting up of department meetings for the action plans.
- Administer Performance Review, ensuring 100% completion as per the given deadline and provide training to Managers/Supervisors and employees on form completion – paper and online.
- Prepared the UAE and Bahrain Employee handbook, regional joining document forms, regional policies, in liaison with legal department. Likewise, prepared HR Process flow chart and trained new HR personnel in Dubai, Oman, Bahrain and Indonesia
- HR Investigation, working closely with compliance team on assigned subject.

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SunGard System Access Pte. Ltd., Dubai UAE

June 2008 – February 2009

**Office Administrator**

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KSI Group of Companies (Scan-Trans Shipping/USH Freight, Dubai UAE)

January 2003 – June 2008

**Executive Assistant / HR Coordinator**

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Digital Dynamics F.Z. L.L.C., Dubai UAE

June – December 2002

**Executive Secretary**

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ACNielsen Marketing, Philippines

June – December 2001

**Transcriber (Part-Time)**