

# FAYÇAL MARJANE

## HUMAN RESOURCES OPERATIONS TEAM LEAD

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Warsaw, POLAND

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## EDUCATION

**Bachelor, Business Administration and Marketing (B.A.A)** 08/2004 - 12/2008  
University of Quebec at Chicoutimi in CANADA "UQAC" Quebec, Canada

## WORK EXPERIENCE

**Human Resources Operations Team Lead** 02/2022 - PRESENT  
Infosys Poland Krakow, Poland

- Lead a team to deliver comprehensive HR services for Canada, ensuring optimal performance and adherence to KPIs and CPIs with services provided in French and English.
- Implement continuous improvement processes, enhancing service delivery.
- Oversee HR services for non-unionized and unionized employee groups, with extensive experience handling collective bargaining agreements (CBAs).
- Conduct regular performance reviews and team meetings to foster growth and engagement.
- Report performance data to stakeholders, facilitating informed decision-making.

**Diversity & Inclusion, CSR and Friendly Workplace Lead** 09/2016 - 01/2022  
Infosys Poland Łódź, Poland

- Managed a team of 10+ members, driving Diversity & Inclusion and CSR initiatives.
- Spearheaded projects that enhanced workplace inclusivity and employee welfare.
- Developed and executed assimilation programs for foreign employees, boosting retention rates.
- Achieved recognition for outstanding contributions to CSR and workplace culture.
- Managed the Reward & Recognition and Welfare program.

**Purchase-to-Pay Senior Process Executive with French & Arabic** 10/2014 - 08/2016  
Infosys Poland Łódź, Poland

- Oversaw purchase-to-pay operation, including invoice processing, and vendor queries.
- Implemented and monitored standard operating procedures (SOPs) to ensure compliance with company policies and industry regulations.
- Handled GR/IR (Goods Receipt/Invoice Receipt) clearing activities, ensuring accurate financial reporting and reconciliation.

**Account Manager** 08/2013 - 07/2014  
Itissal Technologies Rabat, Morocco

- Managed a portfolio of key accounts, driving sales growth and client satisfaction.
- Identified new sales opportunities within existing accounts, achieving sales targets.
- Delivered high-level presentations to executives, securing new business.
- Recovered lost clients and expanded relationships with existing clients, resulting in increased revenue.

**Foreign Trade Responsible** 05/2012 - 08/2013  
Madosan Shopfitting Equipments & Warehouse Racking Systems Bursa, Turkey

- Relaunched markets in the Middle East, Africa, and Europe, increasing sales.
- Developed relationships with buyers and procurement personnel, enhancing market presence.
- Ensured timely delivery and payment for import/export operations.
- Managed trade fairs and promotional activities, generating new business opportunities.



## SUMMARY

Experienced professional with +14 years of international experience in Human Resources, Diversity & Inclusion, CSR, Foreign Trade, Sales, and Marketing with a proven ability to deliver and lead growth. My strengths lie in my high sense of leadership, teamwork, Language proficiency, communication, and many professional and personal skills.

## LANGUAGES

English (Fluent) ●●●●●  
French (Fluent) ●●●●●  
Arabic (Fluent) ●●●●●  
Polish (Intermediate) ●●●●●

## CERTIFICATIONS

**PRINCE2® Foundation**  
APMG International

**Lean Six Sigma Yellow Belt**  
Infosys Poland

**Certyfikat Znajomości Języka Polskiego B1**  
Rzeczpospolita Polska

**TCF "Test of french language knowledge"**  
French ministry of Education and Youth

**Integration of newcomers in the workplace**  
FTC

## TOOLS

SAP • WORKDAY • SERVICENOW • DOVETAIL • POWER BI • EXCEL • WORDPRESS • PHOTOSHOP • DAVINCI RESOLVE STUDIO • LIGHTROOM • CAPTURE ONE

## Foreign Trade Executive

01/2012 - 05/2012

[Hosseven Heating & Insulation Inc.](#)

Bursa, Turkey

- Developed competitive offers for public tenders, securing significant contracts.
- Maintained smooth communication with public administrations and buyers.
- Coordinated credit and financial activities, ensuring timely payments.
- Managed trade fairs and promotional activities, strengthening market position.

## Export Responsible For The Arabian Market

01/2011 - 06/2011

[Barlinek SA](#)

Kielce, Poland

- Established a distribution network in the MENA region, penetrating new markets.
- Conducted market research, identifying business opportunities.
- Delivered sales presentations to high-level executives, driving sales growth.
- Successfully entered the Moroccan market and relaunched multiple markets.

## Foreign Trade Executive

11/2009 - 11/2010

[Setkom Kompresor](#)

Bursa, Turkey

- Facilitated export growth through strategic market development.
- Coordinated credit and financial activities, ensuring compliance with trade laws.
- Managed trade fairs and promotional activities, generating new business.
- Achieved significant sales growth after a period of international sales sterility.

## Marketing Planner

11/2009 - 11/2010

[Webness](#)

Timișoara, Romania

## ORGANIZATIONS

### Rabat Hub Board Member

2012 - 2016

[Global Shapers Community of the World Economic Forum](#)

Rabat, Morocco

### National Committee Vice President Outgoing Exchange (Iceland / Morocco)

2005 - 2008

Iceland/Morocco

[AIESEC](#)

## INDUSTRY EXPERTISE

Human Resources	● ● ● ● ●
Team Management	● ● ● ● ●
Account Management	● ● ● ● ●
Diversity & Inclusion	● ● ● ● ●
Employer Branding	● ● ● ● ●
CSR	● ● ● ● ●
Marketing	● ● ● ● ●
Sales	● ● ● ● ●
Project Management	● ● ● ● ●
Import/Export	● ● ● ● ●
Event Management	● ● ● ● ●

## AWARDS

- 🏆 ABSL Diamonds Awards 2018 in CSR
- 🏆 Lodołamacze Award 2020
- 🏆 Lodołamacze Award 2019
- 🏆 AIESEC Annual Global Award of excellence for the MENA region 2008
- 🏆 AIESEC Annual Global Award of excellence for the MENA region 2007

## INTERNSHIPS

### Devoteam

06/2007 - 07/2007 Rabat, Morocco

### IGLC

06/2006 - 07/2006 Rabat, Morocco

### Golden Tulip Hospitality Group

06/2005 - 07/2005 Rabat, Morocco