**Fowzul**

Dubai

United Arab Emirates

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# Career Objective

**A competent HR professional seeking a responsible position,** offering 3.0 years of experience in HR recruitment & retention, training, Conflict Resolution, Labor relations, Employee benefits, and Administration, combined with strong communication and organizational skills with the ability to relate to people from different culture and background, and I am looking for an opportunity in pragmatic way

In an organization where I can show my talent and enhance my skills to meet company goals and objective with full integrity and zest.

# Career History

**Qatar National Import & Export Company: Qatar (Feb 2015 – October 2016)**

**Job Role -HR Professional (Recruitment & TED)**

Qatar National Import and Export Co. (QNIE) is one of the largest FMCG distribution companies in the State of Qatar. Renowned for its brand names, QNIE is committed in its vision to be a pioneer in the world of import and exports.

***Key Responsibilities***

**Recruitment and Selection:**

* Ensuring that the recruitment and on boarding process of employees are completed at all levels, within the Given time frame with no compromise on quality
* Ensuring that a proper background check is done for all the new joiners. Taking necessary action in case of Negative checks.
* ‘Cold calling’ companies to generate new business
* Interviewing and testing job seekers, to create a pool of people ready to fill vacancies
* Matching candidates to suitable jobs
* Screening and short listing candidates before employer’s interview them
* Building good relationships with employers so that they keep using your agency
* Keeping in touch with job seekers on your agency’s books
* Meeting targets for the number of vacancies taken or the number of people placed into jobs
* Keeping records of clients, employers and vacancies
* Negotiating your agency’s fees
* ‘Headhunting' – finding and approaching candidates for executive or specialist jobs,

**Performance Management System:**

* Goal sheet discussions with the new joinees.
* Confirmations and probation extensions of employees – Discussions & Documentation
* Conducting performance review programs with the employees
* Setting an improvement plan, when necessary.
* Ensuring a high incentive coverage for all employees
* Ensuring timely tracking of employee goal sheets, focusing on weak performers

**Employee Welfare & Engagement:**

* Celebrating various occasions such as employee birthdays, anniversaries, work anniversaries and other achievements, personal and professional
* Conducting 'Fun at Work' sessions
* Organizing rewards and recognition programs
* Maintaining strong employee relations by regular connects with the employees

**Serendib Gem & Jewelleries: Srilanka** (December 2013 – December 2014)

**Job Role-HR Assistant**

Serendib Gem & Jewelleries is one of the well established retailers in Srilanka based in the western coastal area. One of the very few companies in Srilanka which is the source of spectacular jewels such as the stunning 7500ct Golden topaz, 2500ct Smokey Topaz, an exquisite 606ct Aquamarine and 225ct Amethyst.

***Key Responsibilities***

* Welcomes new employees to the organization by conducting orientation
* Manage Daily Administrative Functions of the office to provide the Best For Management.
* Provides payroll information by collecting time and attendance records.
* Provides secretarial support by entering, formatting, and printing information; organizing work; answering the telephone.
* Maintains employee confidence and protects operations by keeping human resource information confidential
* Schedules examinations by coordinating appointments, dealing with Visitors Queries.
* Fielding telephone calls from the office as well as receiving and directing visitors.

**Tesco (PlC)-United Kingdom, Watford** *(August 2011 –November 2013)*

**Job Role- Customer Service Team Leader**

Tesco PLC is a British multinational grocery and general merchandise retailer headquartered in Cheshunt, Hertfordshire, United Kingdom. It is the second-largest retailer in the world measured by profits.

***Key Responsibilities***

* Developed own portfolio of customers which enabled my team to reach its monthly targets.
* Involved in coaching of new starters, coordinating my team's rotas and attendance, and communicating key messages.
* Daily Price Checking and Reduce Clearances on Products.
* Evaluated competitor activity in order to assess the market conditions.
* Attended trade shows and exhibitions and made contacts and relationships with industry experts on the Retail business.
* Responsible for helping customers by maintaining a Perfect Sales and Customer Service Team.

# Key Achievements

* Created employee handbook for the staffs, conducted orientations for the new recruits.
* Identifying the training needs, developing training programs to ensure constant learning and development of employees.
* Reduced the cost by replacing 80% of the outsourced staffs with own staffs, reduced the rent of
* The staff accommodation by 20% by negotiating with the property owner. Reduced vacation ticket cost by 20%.
* Recruited around 70% of the staffs from countries like Philippines, Srilanka, South East Asia and Gulf. Actively coordinated with the agencies in these places and recruited around 10 staffs within a timeline of 10days.
* Negotiating and reviewing the contracts with external recruitment partners and streamlined the

Organization’s recruitment strategy.

* Managing the Staff Accommodation like allotting the rooms, addressing the issues or complaints in the accommodation and maintaining the cleanliness of the accommodation.
* Performed job analysis to determine qualifications, prepared job announcements, and utilized applicant tracking system to generate referral lists, applicant notices, and recruitment reports.
* Allocating company accommodation for the employees and addressing the issues in the staff accommodation by coordinating with the respective Departments.

# Education

* **Bachelor of Business Administration** (International University of America in London, UK)
* **Diploma in Microsoft office**
* Diploma in Network Administration
* Completed **IELTS** with an overall score of 6.0
* Passed **G.C.E Advanced Levels** (Sri Lanka) in 2008 in Commerce Stream
* Passed G.C.E. Ordinary Levels (Sri Lanka) in 2005

# Computer & Language Skills

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| **Skills** | **Level** |
| MS Package | Proficient. |
| ERP – Oracle & SAP | Proficient. |

English Expert

Hindi Fair

# Personal Strengths

* Self-confidence and the ability to manage and excel in under pressure situations
* Ability to meet deadlines and manage time effectively
* Excellent presentation and communication skills
* Good exposure to ERP systems
* Excellent computer literacy (Word/Excel/PowerPoint)
* Excellent communications skills including proficiency in English, Hindi and Tamil

# Personal Information

Nationality : Sri Lankan

Date of Birth : 01st September 1989

Civil Status : Single

Visa Status : Visit Visa

I hereby certify that the above information provided by me is true and accurate to the best of my knowledge