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 **Gulfjobseeker.com CV No:** 255776

E-mail: gulfjobseeker@gmail.com

**Nationally:** Pakistani

**Marital Status:** Single

**Gender:** Male

**PROFESSIONAL SUMMARY**

A result oriented professional having distinctive academic background and continuously improving myself in terms of education & practical experience. An experienced supervisor and trainer; able to explain information clearly, recognize excellence in individuals, and inspire team members to achieve their potential while working toward common goals. Creative, resourceful and flexible, able to adapt to changing priorities and maintain a positive attitude and strong work ethic. An effective leader, skilled in enlisting the support of all team members in aligning with project and organizational goals. A skilled communicator; able to maintain cultural sensitivity, establish rapport with members of diverse groups, and promote team cohesiveness.

**Core Competencies**

Administration | Document Controlling | Supervising Projects/Teams | Policies/Procedures | Document development | Relationship Building | Leadership | Trouble Shooter | Monitoring and Execution | Report writing | Maintaining records | Team Lead

**PROFESSIONAL EXPERIENCES**

[**Senior Analyst**](http://www.linkedin.com/search?search=&title=Senior+Translation+Project+Analyst&sortCriteria=R&keepFacets=true&currentTitle=CP&trk=prof-exp-title) **– (SNL Financial) – Subsidiary of McGraw Hill Financial Inc.**

*July 01, 2015 to September 30, 2015*

* Manage department workflow and projects. Responsibilities include scoping new projects, monitoring and allocating daily workflow. – **Consistent department performance for 1.5 years**
* Supported outsourcing strategy saved **1.5 million dollars** in a year.
* Responsible for achieving departmental KPIs for timeliness and accuracy. – **for consistent 5 quarters**
* Provide input and ideas for procedures & new methods; ensure that department documentation is comprehensive and current - **Implemented lean processes and reduce wastage.**
* Conducted regular trainings for new hires and existing analysts – **on boarded and trained 25 employees across the globe (Pakistan and India Office)**
* Gathering information for implementing the new project, collecting inputs from clients.
* Communicates with employees, departments, administrators, applicants and the public for the purpose of providing information and assistance concerning employment, procedures, personnel records and related legal requirements.
* Listing out the documents and all project details, explaining the Project Plan to internal execution team, describing all possible document flow structure.
* Manual follow up with the client’s internal team to get an expected schedule for all pending documents.
* Sign-off from the customers with clear specifications of retention of Archives
* Supervise track and issue documents and ensure documentation remains within regulations.
* Coordinate with clients on provision and revision of documentation.

[**Project Analyst**](http://www.linkedin.com/search?search=&title=Translation+Project+Analyst&sortCriteria=R&keepFacets=true&currentTitle=CP&trk=prof-exp-title) **- II (SNL Financial) – Subsidiary of McGraw Hill Financial Inc.**

*July 26, 2013 to June 30, 2015*

* Leading Quality Assurance team - **Developed SOP’s for the Quality Assurance workflow.**
* Working as acting Manager for workflow in the Islamabad office**. Supported the business operations for Pakistan office.**
* Ensure that the quality of the data is exceptional. **Achieving all the accuracy KPIs**
* Prepared entrance test for new hires. **Supporting activities in recruitment process.**
* Regular status reporting for senior departmental management.
* Participates in work planning and goal setting for QA Team.
* Coordinate many projects at various stages simultaneously, Research and address technical issues.
* Provide support to teams to ensure that teams are provided with the resources to make effective decisions
* Supervise the maintenance of the department employee handbook, records, employee time off, new hire paperwork.
* Work with partners, associates, and client managers to develop more efficient and effective processes and policies.
* Develop new and/or improve efforts to increase profitability and decrease expenses
* Maintains central personnel filing system, including salary changes, anniversary dates, vacation, sick leave, credentials for licensed staff, etc.
* Maintains accurate and detailed calendar of events, due dates, and schedules as they relate to assigned programs.

[**Project Analyst**](http://www.linkedin.com/search?search=&title=Translation+Project+Analyst&sortCriteria=R&keepFacets=true&currentTitle=CP&trk=prof-exp-title) **– I (SNL Financial) – Subsidiary of McGraw Hill Financial Inc.**

*September 10, 2012 to July 25, 2013*

* Responsible for conduct necessary document & project preparatory work for department.
* Provide quality assurance to ensure consistency in department workflow. **Delivered on quality with highest quality rating achieve.**
* Analyze documents to identify the requirements for the various content teams. **Conduct partial and automated solutions.**
* Research and address technical issues related to document.

**Admin Officer (Hassan Corporation)**

*March 05, 2012 to September 02, 2012*

* Screening of CVs for recruitment
* Maintain records for the performance reviews
* Training scheduling and program management
* Maintain of Employees data
* Coordinating on import and export of goods

**Intern (National Examination & Evaluation Foundation)**

*August 01, 2011 to February 28, 2012*

* Maintenance & updating employee personal files
* Monitoring daily attendance and entering data into MIS
* Managing database of teams for the project of Punjab Education Foundation.

**Sales Executive (Grand Enterprises)**

*November 12, 2007 to June 15, 2011*

* Listening to customer requirements and presenting appropriately to make a sale.
* Maintaining and developing relationships with existing customers in person and via telephone calls and emails.
* Cold calling to arrange meetings with potential customers to prospect for new business.
* Acting as a contact between a company and its existing and potential markets.
* Negotiating the terms of an agreement and closing sales.
* Gathering market and customer information.
* Advising on forthcoming product developments and discussing special promotions.
* Liaising with suppliers to check the progress of existing orders.
* Checking the quantities of goods on display and in stock.
* Recording sales and order information and sending copies to the sales office, or entering figures into a computer system.
* Gaining a clear understanding of customers' businesses and requirements.
* Attending team meetings and sharing best practice with colleagues.

**ACADEMIC QUALIFICATIONS**

**Degree/Institute CGPA Year**

* **Masters Human Resource Management** 3.482013-14

Shaheed Zulfiqar Ali Bhutto Institute of Science and Technology

* **Bachelors of Business Administration (Hons)**  3.41 2007-11

Muhammad Ali Jinnah University, Islamabad

**HONORS & AWARDS**

* **CAREER**
* Winner of “**Star Rookie**” certificate on Best performance in Department.
* Three-time winner of “**Employee of the Month**” on Best performance in Department.
* Lead on the **Employee Engagement** for the department.
* Created **SOP’s** for **Quality Assurance** that were implemented across all offices for department.
* **ACADEMICS**
* Scholarship holder from **1st – 8th semester** at Mohammad Ali Jinnah University
* Three times listed in **Deans Honor Roll** on the basis of scoring GPA above 3.5
* Winner in **Movie & Documentary** competition at Muhammad Ali Jinnah University, Islamabad
* Scored overall **6.0 band** in International English Language Testing System (IELTS) – 2012
* One Day seminar **Public Private Sector Relationships : The Way Forward** – Held at Fast University Islamabad

**PROFESSIONAL SKILLS**

* Communication and presentation skills
* Strong communication & interpersonal skills
* Good administrative and IT skills
	+ MS Word/PowerPoint/Excel. Google Docs
	+ Business: Workday, HRIS, West, WestX, PathFinder
	+ Adobe Acrobat Pro/PDF manipulation
	+ ABBYY FineReader 10/11/12
* Commercial awareness
* Highly organized
* Diplomatic and objective
* Trustworthy and discreet
* Team working and supporting colleagues
* Patience, integrity and sensitivity
* Assertiveness
* Flexible and adaptable
* Good at building relationships and able to influence others

**PROFESSIONAL TRAININGS**

* **Train the Trainer** (SNL Financial In-House Training)
* **Stress management** (SNL Financial In-House Training)
* **Conflict Management** (SNL Financial In-House Training)
* **Root Cause Analysis** (SNL Financial In-House Training)

**LANGUAGES**

* **English:** Full professional proficiency
* **Urdu:**  Native or bilingual proficiency
* **Hindi:** Elementary proficiency
* **Pashto:** Elementary proficiency