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**Curriculum Vitae**

**PERSONAL PROFILE**

A recent graduate with a Merit in MBA-IHRM from Coventry University London Campus is actively seeking a position in HR to use and further develop my analytical skills and knowledge in a practical and fast paced environment. As a HR background individual my career goal is to assume a trainee HR professional role in banking sector and hone my skills by practising hands on various projects which allow me to take responsibilities in a fast moving business operation for a well respected and market-leading organization with a potential to lead, manage and motivate team.

**EDUCATION**

**2013-2014 Coventry University London, United Kingdom**

MBA (IHRM) Result-Merit

Concentration: Global HRM strategies, Organizational Development, Leading

Change, Developing People, Finance (Dissertation: Reward System)

**2010-2013 Coventry University London, United Kingdom**

B.A (Hons) Result-2.2

Concentration: Customer Relationship Management, Business Foundation,

Business Law, Business Finance, Managing People,

CRM, Entrepreneurship, Marketing, (Dissert: HR practices)

**2000-2002 Cathedral College Lahore, Pakistan**

F.Sc (A Level)

Concentration: Physics, Chemistry, Math

**1998-2000 Cathedral School Lahore, Pakistan**

S.Sc (O Level)

Concentration: Physics, Chemistry, Math, biology, English

**WORKING EXPERIENCE**

**Oct 2015- Cont. HR supervisor Primark, London**

Support HR manager in the day to day running and admin in the human resource department. I worked within the HR team as the first point of contact for over 1000 employees and management within the store, providing advice and support on all HR related queries.

My main responsibilities include:

People Management:

* Ensuring employee probationary reviews are conducted by line managers. Where areas of concern are highlighted, that appropriate action taken.
* Coordination of the daily plans for staff coverage and rotas.
* Act as a role model in optimising morale within the HR team and wider staffing. Promoting a positive work environment whist ensuring staff is fully aware of company policies.

Employee Relations:

* Note taking for investigations, Disciplinary, grievance and appeal meetings, writing invites to disciplinary meetings and sanctions.

Operational Standards:

* In conjunction with the store HR Manager provided daily wage information to ensure effective use of the wage budget.
* Implementing monitoring systems for time keeping and absence, providing the information and advising line managers on next course of action.

Payroll & recruitment:

* Operational responsibility for advertising and filling vacancies externally for retail operatives.
* Supporting store manager in the advertising and selection of candidates for supervisor.
* Played a key role in the employment of new employees by completing induction training.

**Dec 2004- Sep 2015 Shift Manager SSP, London**

Outstanding skills, knowledge and gains experience as a shift manager at Select Service Partner owned franchise Burger King Restaurant. Accustomed to working in a fast food environment with an ability to think quickly and successfully handle difficult clients and convince for new products and services. In this organization I carried loads of responsibilities:

* I have successfully managed and develop team of diverse background people.
* Supported new team members for effective performance with a good customer service skills.
* Have managed to run with a diverse team of over 16 people in-store.
* Manage customer service and establish relationship with customers and linked it to brand integrity.
* By effectively focus on product sales, maximize profit in store.
* By follow up on target sales trend improve KPI’s for store.
* Managed P&L account and find out the ways to control cost by following through to do list.
* Responsibly managed store activities and encourage people by empowering them for delegation of tasks and increase efficiency to deliver sales target.
* Stay very close to Multiunit manager, report daily activities and discuss ways to be more effectively operate overall.
* Spot opportunities to increase store performance overall.
* Handle some HR duties e.g. update staff training and development records, Handle grievance procedure, employee sickness and payroll.

**ADDITIONAL CERTIFICATION**

* Basic operational management certification.
* Food and safety certification supervisory level.
* Security services NVQ Level 2.

**HOBBIES AND INTERESTS**

Active Gym and sport centre member, where I do light exercise and play badminton. Have interest in cricket but play occasionally. Morning walk every day keeps me fresh, healthy and active. My interest is to socialize with people and network through whereever possible.