**First Name of Application CV No 1653516**

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**PERSONAL SUMMARY**

A focused and competent HR and Law graduate with a proven academic achievements at a degree level covering multiple disciplines and projects. My academic and professional background illustrates vast potential by successfully starting my career to develop my professional and business skills showing my versatility to work in different and new business environments. This includes providing office support, business administration, planning, numeracy, development and training, coupled with being a problem solver using tact and diplomacy to deliver outstanding services.

**CONTACT AND PERSONAL DETAILS**

* British Passport (British National)
* Full clean UK driving licence since 2010

**EDUCATION, QUALIFICATIONS, LANGUAGES**

2009-2010: Passed Msc Human Resource Management (HRM) from Birmingham City University, Birmingham, UK with 60%

2006-2007: Passed Master of Laws (LLM) (Corporate and Business Law) from Birmingham City University, Birmingham, UK with 62%

2001-2004: Passed Bachelor of Law (LLB) from International Islamic University Islamabad Pakistan with 69% (1st Division)

1999-2001: Passed Bachelor of Commerce (Business Studies) from Punjab University Lahore Pakistan with 55%

Languages: English, Urdu, Mirpuri and Punjabi

**COMPUTER SKILLS / KNOWLEDGE**

Advance level practical skills in Microsoft Office 2007 to 2013 (word, excel, power point, outlook, email, web-searching and 6 months diploma in computer applications).

Typing speed of 60 to 70 wpm.

Laptop / PC hardware repair experience: Full understanding of all laptop / computer equipment and full laptop / pc practical repairing experience.

**CORE COMPETENCIES**

* HR / Office support
* Customer services
* Administration
* Law
* Microsoft Office 2007 to 2013 and spreadsheets

**PROFESSIONAL EMPLOYEMENT EXPERIENCE**

**Heartland Financial Services Limited** **Dec 2012- February 2016**

HR Manager

* Ensuring the department complies with all recruitment policies, laws and regulations.
* Acting as the first point of contact for enquiring about a vacancy.
* Writing up professional job adverts for new opportunities in the company.
* Carrying out reference checks on potential employees.
* Setting up, monitoring, and tracking employee probationary periods
* Developing reports for HR manager on staff sick leave, absences and holiday leave.
* Providing advisory support to company’s employees regarding employment matters.
* Interpreting and clarifying the companies HR policies and practices.
* Typing documents and distributing memos, handled incoming and outgoing calls, correspondence and filing.
* Working effectively under pressure whilst providing full support to the manager and employees.

**KINGDOM SECURITY SERVICES LIMITED SEPT 2010 – OCT 2012**

Customer Services Officer

* Managing public order and dealing with client’s queries.
* Providing customer service and taking ownerships for client’s queries and resolving them.
* Controlling the front desk, assisting with books, documents, correspondence and report writing.
* Maintaining effective customer service at all levels within the teams and clients.
* Ability to do multi task during busy periods.

**PAINTBOX AT KINGSNORTON Jan 2010 – Aug 2010**

Quality Control Assistant

* Checking dents on car parts and preparing reports.
* Removing dents on parts if possible.
* Screwing any loose screws.

**UK INJURY CLAIMS LIMITED AUG 2006 – DEC 2009**

Office Manager / Injury Claims Handler

* Arranged pre-employment medical examination with GP for clients.
* Communicating client’s accident information to the solicitors in an accurate and timely manner.
* Taking up to date information from solicitors about the client’s case and passing it to the relevant clients with full confidentiality.
* Filed electronic and hard copy case documents into office system.
* Followed up on all outstanding issues between solicitors and third parties.
* Escalating complex case issues to the senior management.
* Assessing and delivering critical information to deadlines with lateral thinking abilities
* Responsible for administrative duties of the office.
* Typing documents and handled incoming / outgoing calls, correspondence and filing.
* Working effectively under pressure in a busy office environment.

**LAW OFFICE ISLAMABAD PAKISTAN SEPT 2004 – MAY 2006**

Junior Practitioner / Advocate Islamabad Bar Association, Pakistan.

* Gathering / analysing client’s cases, then drafting / typing appropriate correspondence and sending to the Islamabad high court.
* Analysing case facts and issues and advising clients with available remedies.
* Advising Islamabad Bar Council about any recent update from Islamabad High Court relating to new practice manuals.
* Inputting case data into Microsoft word, excel and presenting relevant cases to the Secretary Islamabad Bar Council.
* Minute taking whilst meeting with senior advocates of Islamabad High Court, data management, diary management and filing / archiving important cases.
* Ensuring law office procedures and systems operate efficiently to enable the growth of the practice gradually.