Abrar [Abrar.359239@2freemail.com](mailto:Abrar.359239@2freemail.com)

**Objective:**

**To work with dedication & devotion in the organization concerned at challenging position.**

**To get a challenging job in a professional team oriented environment that will help me utilize**

**my skills with career growth opportunities.**

**Academic Profile:**

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| **COURSES / CERTIFICATE** | **PASSING YEAR** | **INSTITUTION/ BOARD** |
| **Masters**  **MBA(HR)** | **2015** | **Virtual University of Pakistan Lahore** |
| **IELTS** | **2015** | **British Council** |
| **PGD(TEFL)** | **2011** | **Allama Iqbal Open University Islamabad** |
| **Masters**  **English Language & Literature** | **2006** | **Bahaudin Zakariya University Multan** |
| **B.ED** | **2005** | **Allama Iqbal Open University Islamabad** |
| **Graduation**  **Economics** | **2003** | **Bahaudin Zakariya University Multan** |
| **Intermediate** | **2001** | **Board of intermediate and secondary Education Multan** |
| **Matriculation**  (Science) | **1998** | **Board of intermediate and secondary Education Karachi** |

**Major Subjects:**

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| **Principles of Accounting** | **Principles of Economics** | **Management Information Systems** |
| [**Principles of Marketing**](http://www.pu.edu.pk/course/course-description.asp?course%20id=2206-s4-3) | [**Business Management**](http://www.pu.edu.pk/course/course-description.asp?course%20id=2206-s4-2) | **Organizational Behavior** |
| **Supply Chain Management** | **Financial Management** | **Human Resource Management** |
| **Operations Management** | **Total Quality Management** | **Purchasing And Invertory** |

**Skills:**

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| **Microsoft Office and Internet Browsing, Public dealing, Team Work, Leadership** |
| **Very good Communication skills, Leadership skills,Multitasking,Conflict Management** |
| **Teamwork and Group Participation, Human Resources Management Project Management, Clean Driving license, Task Achievement,Negotiataions** |
| **Presentation & Training Skills Time Management Good knowledge of Word, Excel and Power Point i.e. Office and Multiple CRM Interface, Web Apps Oracle Siebel etc.** |

**Experience:**

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| **Galfar Al Misnad Eng. & Cont. W.L.L 2015 till Present**  **Business Development Executive**   * Devising and implementing initiatives & strategies to build professional business relationship with clients and stakeholders to acquire the Organizational objectives. * Demonstrated success in negotiating win-win compromises, developing professional network to generate new business opportunities. Participation in conferences, business meetings, and industry events relevant to business opportunities. Identification of new sales leads Pitching products and/or services. Maintaining fruitful relationships with existing customers. Researching organizations and individuals online (especially on social media) to identify new leads and potential new markets. * Researching the needs of other companies and learning who makes decisions about purchasing. * Contacting potential clients via email or phone to establish rapport and set up meetings. * Planning and overseeing new marketing initiatives. Preparing PowerPoint presentations and sales displays Contacting clients to inform them about new developments in the company’s products. * Developing quotes and proposals negotiating and renegotiating by phone, email, and in person. * Developing sales goals for team and ensuring Training for personnel and helping team members develop their skills. Writing reports and provide feedback to upper management. |
| **Al Rukaie Trading & Contracting W.L.L 2015**  **HR & Corporate Relationship Executive**   * Devising and implementing initiatives & strategies to build professional business relationship with clients and stakeholders to acquire the Organizational objectives. * Demonstrated success in negotiating win-win compromises, developing professional network to resolve core issues of employees. * Planning and overseeing new recruitment and make arrangements for training new inductions. * Developing plans for inductions, training, and carry on training for newly hired employees. * Maintain record of employee’s leaves, salary benefits monitory and non-monitory while coordinating with different departments. * Help administrative tasks for employees as well as dealing with required institutions and ministries for visas and residence permit related concerns and tasks. * Reporting to top management all relevant scenarios and precautionary required steps those can be the best possible way in the interest of the Organization. |
| **Mobilink (GSM) 2008 till 2015**  **Team Coordinator/HR Executive**   * Assist and coordinate HR Manager in recruitment process, streamline CVs. * Handling daily activities of employee data management and escalation of employee’s requests to different departments. * Scheduling interviews and conduct HR orientation for newly hired employees. * Coordination with IT and web development forum to ensure smooth operation of employee services webpage and links. * Assistance and Coordination in conduction HR Manager for Workshops, Seminars & Job Fairs. * Effectively training, mentoring and developing individuals that are motivated and inspired for the job requirements and ensuring team KPIs are met. * Leading by example and preparing the right team members for promotions. * Ensuring team’s compliance to company’s policies & procedures and ensuring that highest quality of service is delivered to the customers. * Responsible for the overall performance of the team. * Ensuring smooth floor operations including but not limited to shift handover, break management and inventory check. * Being available to affect the entirety of the team’s operations through *Management by walk about be* visible to answer questions and provide assistance to agents when needed. * Service escalated calls that the agents can’t handle. * Devising and implementing initiatives & strategies to build Teamwork to acquire the organizational objectives. * Acting as team lead by managing staff of 17 members. * Conducting trainings for new hires and guidance about Company policy, rules and regulations. * Contribution to creation of the comprehensive training * Team empowerment and inspiration. * Project management and CRM Development with coordinating different department. |
| **Moon Movers (BPO) Pvt Ltd 2006 till 2008**  **Team Lead/Supervisor**   * Working knowledge to develop teams with positive attitude. * Handling all aspects of Contact Centre operations, maintaining and upholding contractual agreements between client and service provider. * Extensive business and banking experience * Maintain service level agreement, average handle time quality and productivity of staff through vigilant supervision &Manage budget of project and effectively reduce cost by implementing cost optimization * Experience of market research & Surveys on different projects * Knowledge of team building and task achievement |
| **Crescent Technologies Pvt Ltd 2005 till 2006**  [**Assistant Supervisor**](http://www.linkedin.com/search?search=&title=Assistant+Supervisor&sortCriteria=R&keepFacets=true&currentTitle=CP&goback=%2Enpe_*1_*1_*1_*1_*1_*1_*1_*1_*1_*1_*1&trk=prof-exp-title)   * Meet targets set by Client which includes Service Level, Average Handle Time, Productivity, Quality and First Contact Resolution (FCR). * Manage budgeting of the project and take effective steps to reduce cost. * Handling team of outbound callers and conduct market research surveys for different clients in different countries. * Training of newly hired resources to prepare them to acquire complete job efficiency and productivity. * Conducting recruitments for projects, preparing training schedules, inductions and programs.   **Language Proficiency:** |
| * English, Arabic, Urdu, Sindhi, Punjabi, Hindi& Saraiki |
| **Achievements & Honors**   * Former vice captain of College & University Cricket &Football Teams. * Remained Sub-editor of “Global Youth Magazine” Burewala. * Former Assistant Co-ordinator of “Global Youth-Organization. * Anchored and compared in University Functions. |
| * **Certificate Culture of Excellence 2009** * **Excellence of Leadership Skills 2012** * **Present Like A Pro, Oct 2013** * **The Art& Science of Self-Leadership, Nov 2013** * **Customer Focus, Change Management, Crisis Management** * **Difficult Interactions, Decision Making, Feedback Essentials.** * **Leading & Motivating, Negotiating, Writing Skills, Time**   **Management, New Manager Transitions, Stress Management,**   * **Persuading Others, Team Management, Team Leadership from Harvard Business School’s Manage Mentor® Nov, Dec 2013** |
| Will be furnished on further demand |

**Reference:**

**Trainings & Workshops**