**Faisal**

**Email:** [**faisal.364787@2freemail.com**](mailto:faisal.364787@2freemail.com)

**SUMMARY**

A Management Professional - Experienced and highly accomplished manager with over a decade of impeccable track record in the fields of Administration, HR along with a strong background in Customer Services combined with a passion of organizational growth to benefit individual & organizational development.

**PROFESSIONAL SKILLS**

* Strong interpersonal and communication skills,
* Excellent Customer-centric relationship management skills
* Talent Management
* Time Management and Multitasking,
* Identifying issues, trends and opportunities via Research,
* Problem Controlling and Contingency Planning.
* Timely Efficient Complaint Resolution Skill.
* People Management & strong leadership skills.
* Managing Relationships with Affiliates0
* Development and Implementation of Key Performance Indicators for Administration, HR, & Operations.
* Strong Presentation and Analytical Skills
* Proactive leader with refined business acumen and exemplary people skills

**PERSONAL DETAILS**

* **Visa** : U.A.E residence visa
* **Marital Status**: Married
* **Driving License** : Yes
* **Languages**: Fluent in English, Urdu & beginner Arabic

**ACADEMICQUALIFICATIONS/CERTIFICATIONS**

2006-2008: **MBA (HRM) GPA 3.2**

University Of Lahore, Islamabad.

2002-2004 **Bachelors of Commerce**

Punjab University

**PROFESSIONAL HISTORY**

**Feb 2017 till Present Rizzani De Eccher Dubai 2020 Metro Project**

**Senior HR Officer:**

* Organizing and conducting interviews with candidates together with Talent Acquisition Manager, hire and then on-board them.
* Providing support for recruitment activities, including but not limited to; the preparation of job postings, booking interviews, greeting and escorting candidates, preparing interview questionnaires for interviewing managers, performing reference checks.
* Drafts team member’s announcements and other communications for review and distribution upon approval.
* Drafting, reviewing and editing job descriptions as requested or submitted by site human resources or management.
* Ensuring that all policies, rules and regulations are communicated to the colleagues and implemented.
* Creating and organizing employees’ personal files along with the maintenance of HRIS systems, in terms of employee tracking, data entry.
* Conducting Orientation programs for the new joiners.
* Preparing internal notices to employees about new hire, salary, public holidays and other information..
* Preparation of documents for employment termination and collect employee „Exit check lists”;
* Replace colleagues during their vacations, sick leaves and other absences.
* Entering of purchase requisitions/purchase orders on behalf of the HR team
* Sending & managing site staff for Security Induction.
* Monitoring vacation time and medical leaves.
* Responding to and resolving all Employee/Union inquiries.
* Issuing fuel cards, ID badges, sims, uniforms, vehicles & access cards.
* Updating the company's organizational structure, per the changes made.
* Booking hotel & travel for all the new hires.
* Coordinating the collection of month-end reporting from sites and the preparation of Human Resources monthly reports
* Monitoring, purchasing and distributing office supplies, arranging & coordinating meeting room setup (including meeting materials and food and beverages as required)
* Introduced internal mail box for managers & supervisors for effective communication amongst them.
* Attending management meetings & taking minute of the meetings.

**July 2011 till June 2016 MultiMinds Electronics & IT Solutions Dubai**

**Assistant Administration Manager & HR Coordinator**

**HR Coordinator:**

* Helping HR for the hiring of staff which includes screening resumes, interview calls, application process, preparing offer and regret letters & writing job descriptions etc.
* Administering employee benefit plans (medical and life insurance, ticket allowance, etc.)
* Providing employees salary and employment related documentations (i.e. certificates, NOC letters)
* Maintenance of contingent worker records (agreement renewals, exits, etc)
* Liaise with other departments in the company over candidate selection/rejection. Process routine administrative formalities for employees.
* Advises management in appropriate resolution of employee relations issues.
* Responsible for planning and conducting new employee orientation to foster positive attitude toward company goals.

**Office Management:**

* Manage, organize and coordinate all administrative activities to facilitate the smooth running and function of the Office and to ensure work is being executed efficiently, accurately and in a timely manner.
* Manage and maintain executives schedule by planning and scheduling appointments, meetings, conferences teleconferences and travel.
* Prepare invoices, reports, memos, letters, and other documents
* Read and analyze incoming memos, submissions, and reports to determine their significance and plan distribution.
* Monitoring office records: filling systems- ensure that filling systems are up to date- define procedures. for record retention- continuous development and improvement of the systems related to documentation.
* Ensure all visitors to the office are looked after and ensure visitor demands are well met.
* Source vendors required for maintaining the office (office supply companies, office cleaning, coffee machine etc.) and ensure items are competitively priced.
* Handled all clients regarding deliveries of the online purchased electronics items.
* Facilitating team meetings and brainstorming sessions of the employees.
* Maintenance of office efficiency: Monitor and replenish inventory- anticipate needed supplies
* Attending all meetings with the MD & taking minutes of the meetings along with the distribution after the end of meetings.
* Managing the travel itinerary of all the employees including the MD
* Troubleshoots computing and office maintenance issues and coordinates services with other departments
* Maintaining Human Resources records and arranging for document storage and retrieval as needed

**Feb 2005- Mar 2008 Pakistan Mobile Communications Limited- Mobilink (GSM)**

**Senior Associate Administration/HR Executive**

I was working as the Nationwide Admin /HR Executive where I looked after the department’s presentations, reports, Human Resource of the outsourced staff of my department, liaising with the regions for the events & hotel & travel arrangements. My responsibilities included the following:

* To co-ordinate between regions in every job being conducted by the Department.
* Making meetings trainings & conference arrangements.
* All administrative & secretarial support to the Director Administration
* Efficiently supervised all the Receptions in all the Offices.
* Worked on the employee expense claims.
* Maintained the leave record of all the employees working under the department.
* Handled all the domestic and International travel of all the employees
* Coordination with different departments regarding their training arrangements & hotel arrangements
* Maintaining standards to facilitate internal customers
* Ensuring professional handling of National & International travel arrangements of Employees / Expats & Consultants
* Attending inter departmental meetings and taking minutes of the meetings.
* Maintaining monthly & weekly reports
* Coordinating with Orascom Telecom for the VIP movements
* Providing support in the department automation for the following applications:
* Travel request and approval system
* Employee request and execution system
* Looked after the day-to-day activities in providing optimum customer services to the internal customers.
* Responsible for achieving individual and team assigned targets.
* Departmental presentations
* Meeting vendors & finalizing the contracts for the hotels, guest houses & travel agencies in order to provide best quality services to the employees.

**Feb2003-Oct2004 Islamabad Serena Hotel**

**F&B Supervisor**

Worked as a F&B Supervisor to look after Staff development & management tasks

* Planned staff trainings& development programs
* Planned the total resources required by the restaurants
* Coordinated with different departments for all the F&B related matter
* Dealt all ordering & supplies of all equipment& related materials
* Catered all the diplomats & effectively organized their events.

**TRAININGS**

* Attended various training courses the most prominent are listed below;
* Workshop on Handling Difficult People by PIM, Karachi.
* Business Process Management ARK Consultants

**COMPUTER PROFICIENCY**

* Office ,Word, Excel, Power Point

**EXTRA CURRICULAR ACTIVITIES**

* Member of Adventure Club, Mobilink.
* Arranged a lot of Mobilink Departmental trips for my team.

**REFERENCES**

Will be furnished when required.