## PERSONAL PROFILE:

SHRM senior certified professional with more than 8.5 years of experience in field of Human Resources Management/Development. A motivated, passionate and self-driven individual with sound knowledge and expertise in Human Resources Management. Willing to contribute to the organization in order to achieve its strategic goals.

**WORK EXPERIENCE**

**USAID – DRDF DAIRY PROJECT**, *Manager Human Resources (HR)* (*October 2014 – January 2017)*

* Conceived and developed HR planning strategies by considering short term and long term requirements, e.g. competency based hiring, Succession planning, and organizational Development.
* Implemented the training and development through TNA
* Formulation of HR budget and ensure its effective utilization
* Promoting and developing organization culture as per currents needs of organization through promoting programs like Gender equality and empowerment, Diversity and inclusion.
* Developed HR policies and of SOPs to maintain corporate Governance. Launched programs like Reward and Recognition and sexual Harassment at workplace.
* Trained Line Managers on performance appraisals methodology, issues and processes for employee engagement to obtain strategic targets.
* Devised and implemented a culture of internal development within the organization/project through job Rotations ,enrichment and enlargement
* Evaluated performance-based compensation programs.
* Ensured all HR systems were in compliance with USAID and audit requirements by zero finding in HR audit years 2014-2015-2016.
* Devised recruitment plans, adopted different selection techniques to ensure optimal recruitment.
* Conducted employee exit interviews and received feedback from the departing staff to develop future organization needs.
* Devised the Mechanism of “Outplacement Services” for project staff during close out phase for both (voluntary/Involuntary) layoffs.
* Partnered with managers on all aspects of employee related issues.

**HR METRICS,** *HR Consulting Partner (November 2013 – March 2014)*

* Developed and implemented a series of HR programs, services and leadership initiatives, including comprehensive supervisory training, performance-based incentive compensation programs ,succession planning ,employee engagement and development of measurable KPI,s.
* Reviewed business processes and policies for employees and organization growth
* Responsible for the development of business proposals and delivery of presentations
* Served as point-of-contact for employees for HR-related questions and issues
* Built and maintained relationships with new and existing clients
* Managed post -training follow-up to evaluate client satisfaction and retention.

**SAVOEY HOTEL LAHORE,** *Manager Human Resources and Administration* (*January 2011 – November 2013*)

* Developed Recruitment Mechanism including job Listing, Posting, Interviewing, selection and placement.
* Responsible for all administration responsibilities regarding staff transportation, attendance, accommodation and maintenance.
* Formulated Code of Conduct for the employees as per four star Hotels Rules and regulation.
* Sorted with employee relation issues in the hotel in a confidential manner, including disciplinarians, grievance and capability.
* Full usage of HR System including running of Payroll, Change of Status Requests and other amendments as required Pakistan by labor Laws.
* Ensured Equal Employment opportunity/Gender equity to be promoted in Hotel all operations Departments.
* Provide staff counselling, guidance, career planning, and disciplinary matters up to and including dismissal and any Grievance Complaints made as required
* To know and follow the Health & Safety at Work Act (HACCP) and comply with the hotel’s Health & Safety policy.
* Coordinated with the Labor Welfare department regarding workers welfare grants and benefits.

**TEX PAK (PVT) LTD,** *Manager Human Resources* (*February 2008 – November 2010*)

* Established the HR department and its functionaries
* Responsible for all levels’ Recruitment Process
* Employee coaching and devising their career development through succession planning
* Established the Human Resource Management System (HRMS)
* Formulated and drafted the Policy Manual and Code of Conduct for the employees
* Conducted TNA and in-house training sessions
* Designed and implemented employee appreciation program and updated HRIS to increase productivity levels
* Amended and administered the HRMS System and Payroll, insuring 100% compliance with labor laws and regulatory mandates.
* Coordinated with the PESSI, EOBI and Labor Welfare department regarding issues relating workers welfare grants and benefits.
* Prepared necessary documents to comply with audit requirements and obligations (BSCI and SA8000)
* Introducing and implementation of performance management through measurable KPIs

**ACADEMIC QUALIFICATIONS**

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| --- | --- |
| **COMSATS INSTITUTE OF INFORMATION TECHNOLOGY, LAHORE** |  |
| Master of Business Administration (MBA) – HRM (*2005-2007*) |  |

**GOVT POST-GRADUATE COLLEGE SATTELITE TOWN, RAWALPINDI**

Bachelor of Science (BSc), 2003-2005

**TRAININGS, WORKSHOPS & SEMINARS**

* Women security awareness training( WSAT) 2016 **IOM Islamabad**
* International Women’s Leadership and Empowerment Conference (2016), **Bangkok Thailand**
* Leadership & Culture Change (2015), **LUMS Lahore**
* Project Management for Senior Managers (May 2015), **LUMS Lahore**
* HR Management & Administration (Feb 2015), **LUMS Lahore**
* Development on Leadership; The Gender Dimensions (January 2015), **LUMS Lahore**
* Workplace Ethics, **COMSATS Sahiwal**
* Workshop on ADS 252 and 253, **USAID Pakistan**
* Performance Management Through Measurable KPIs, **HR Metrics**

**Certification:**

Society for Human Resource Management, Senior Certified Professional (SHRM-SCP) Jul 2017

<https://bcert.me/bc/html/show-badge.html?b=ufzilno>

**Skills:**

* Effective communication, organizational and presentation skills, Influencing, persuading, coaching and negotiation skills, Able to tactfully deal with difficult and sensitive situations, Teamwork and self-management, Proficient in MS Word, Excel, PowerPoint;;
* **Languages spoken**: English, Urdu and Punjabi.

**Certificates:**

* Certificate in English language and Conversation skills (British Education and Training System)
* Computer Application (Icon Institute of Computer Applications).

**Membership/Association:**

* Member of Society for Human Resource Management(SHRM)