

**Hasan**

Email id: [hasan.374825@2freemail.com](mailto:hasan.374825@2freemail.com)

Location: Bur Dubai, Dubai, United Arab Emirates

Visa: Visit Visa

**MID LEVEL HUMAN RESOURCE MANAGEMENT PROFESSIONAL**

**Profile Summary**

* Goal oriented HR professional with over 4 years of experience in core Human Resource Management, strong knowledge of HRIS, HR Operations, Business Development and Customer Service
* Proficient in overseeing smooth implementation of HR policies for manpower planning, performance management, recruitment, selection, induction, orientation and development in the organization through Career and Succession Planning
* Possesses a high level of theoretical and practical expertise with a strong track record collaborating well with other team members, departments, and upper management
* Skilled in organizing various training sessions for enhancing performance and quality of service of the employees as well as handling employee grievances thus creating an amicable & transparent environment
* Strength leading in complex environments while mentoring and motivating individuals from diverse backgrounds, encouraging them to take positive actions and be accountable for their work.

**Career Objective**

In search of a challenging HR role that will allow growth and contribute to the broadening of skills, leading to the goal of becoming a successful HR Business Partner in a leading organization in the next three years.

**Professional Credentials &Skill**

2016: Professional Qualification in Human Resource Management from Institute of Personnel Management, Colombo,

Sri Lanka

2013: Diploma in Information Technology from British College of Applied Studies, Colombo, Sri Lanka

2012: GCE Advanced Level from Isipathana College, Colombo, Sri Lanka

Functional Skills: HR Operations | HR Process | Administration |Performance Management | Compensation & Benefits| Grievance Handling |Customer Service

Professional Skills: MS Office Package | Data Analysis |Team Building | People Management | Problem Solving

**Career Contour**

**AMANA BANK PLC, COLOMBO, SRI LANKA Jul’15 – Sep’17**

**Human Resources Officer**

***Key Achievements:***

* Played a significant role in improving the annual staff retention rate by 6.73% through industry salary survey also revised the salary structure, redesigned “Benefits Policy” and existing allowance.
* Handled the responsibility of finalizing the year-end bonus payment for 600 employees by January of the following year for the first time in the company history with the help of other team members
* Trimmed the time spent on hiring process by 44% by standardizing the on-boarding process
* Efficiently planned and executed the ‘Amana Bank Sports Club’ Flood Relief Project in 2016 as the Event Coordinator
* Achieved ‘SILVER AWARD” as part of a team for Best Resource & Qualitative Support Unit in 2016
* Skilfully developed the HR Dashboard which helped to streamline the recruitment process, also maintained the databases for recruitment, rejected candidates and employee confirmation

**Hasan**

**Career Contour Continued….**

***Responsibilities:***

* Accountable to handle the entire recruitment cycle, headhunting, and shortlisting candidates, conducting interviews for hiring Top level candidates
* Ensured entry of all important information into HRIS system and validation of reference before completing the selection process.
* Efficiently completed the on-boarding process, including collaboration with payroll to ensure smooth data transfer and following up on mandatory documents
* Applied excellent communication skills in the preparation of appointment, transfer and medical letters, fixed-term contract renewals, probation confirmations and extensions.
* Assisting with scheduling and conducting trainings, entering attendance information into the training database, and completing background checks prior to the commencement of training programs
* Worked closely with different department managers to collect year-end appraisals and prepare the bell curve.
* Responsible for the process of HRIS and Excel payroll of over 700 employees, as well as monthly staff overtime payments, while preparing the annual Tax Return

**FIRSTSOURCE-DIALOG SOLUTIONS, COLOMBO, SRI LANKA Mar’13 – Jul’15**

**Customer Services Associate**

***Key Achievements:***

* Achieved “Gold Award” as a part of a team for “Contact Centre Team of the Year” in 2014.
* Received repeat business through strong business relationship developed with customers and receiving customer satisfaction.

***Responsibilities:***

* Hired to deliver high level of customer service through customer’s interaction, responding to queries, maintaining documentation, and managing a large influx of inbound and outbound calls

**THE NEXT STEP, COLOMBO, SRI LANKA Mar’15 – to date**

**Volunteer Event Coordinator**

***Key Achievements:***

* Efficiently managed several projects; flood relief campaign, school development campaigns and social awareness programs worth more than 2 million LKR

***Responsibilities:***

* Responsible for the preparation of “Annual Event Calendar” and disseminate information for volunteers on upcoming actions and events
* Generating income via raising funds to make projects sustainable and managing budgets and resources, including the reimbursement of expenses
* Coordinating and communicating with teams of volunteers and assigning responsibilities to the right people for special