

 iffat-394555@2freemail.com 

 Dubai, UAE 

Iffat

Seeking a challenging position in an organization,where accomplishments are rewarded with greater responsibilities and career development.

**Valid UAE Driving License with own car**

**Visa status : Own visa (under Sponsorship)**

**Can Join Immediately**

**EXPERTISE**

**HRMIS**

**Payroll & Compensation**

**On boarding**

**Employee Relations**

**Recruitment**

**Leadership**

**Negotiation**

**Verbal & Written Communication**

**Time Management**

**Property Portals**

**Travel Management**

**Calendar Management**

**Quality Assurance**

**Client Relationship**

**PROFESSIONAL EXPERIENCE**

**HR Generalist & Administration**

Dubai (UAE)

***Aug 2018 – to date***

* Responsible for the front end HR Generalist activities like **Recruitment, Training on CRM system, Performance Management, Grievances.**
* Responsible for end to end Recruitment – this include making **Job description**, **Listing new jobs on portals** , short listing resume, conduct Interview and prepare offer letters.
* Coordinate with PRO for new employee visa processing.
* Draft various letters (**Salary Certificates, Memos, NOCs, and Promotion & Termination Letters** etc.)
* Day to day management of the sales team ensuring they are on track for achieving KPI’s.
* Handling all property listings on different portals **(i.e. Property finder, Dubizzle, Bayut, etc.)**
* Create listings for all the properties in the company including rental, ready & off-plan.
* Process Trakheesi permits and renewals, DEALS WITH DEVELOPERS FOR **Agency agreements**.
* Ensuring the sales team update the **CRM** effectively with all appropriate data.
* Responsible for all CRM and listings rotation per agent on Property Finder and other Portals
* Add / Remove listings if needed. Verify agents on Property Finder, Refresh Listings
* Adding renewal reminder for Form A and Leasing Form on CRM listings
* Prepare employee separation notices and related documentation, and **conducts exit interviews** to determine reasons behind separations. Develop, update, and implement all **HR policies and procedures**
* Renew, update and keep up all workers and their dependents visas and work contracts on time to guarantee that organization’s records are up to date in the labor and Immigration Departments. Send notification to employees on required documents before their visa expires.
* Supervises the administration of the end to end HR transactional activities associated with the employment cycle.

 **HR & Admin Manager**

Dubai (UAE)

 ***Dec 2016 – July 2018***

* Responsible for the Employee relations, Learning and Development, visa and Immigration, Medical insurance, employee retention for more than 100 employees.
* Develop the organizational human resources strategy in compliance with group strategy, Formulate HR Plans, Policies &procedures according to organizational objectives.
* Responsible for providing advice and direction for communication through internal platforms and leveraging **digital & Social Media & corporate communication**.
* Maintains the work structure by updating **job requirements and job descriptions** for all positions and restructuring if necessitated. Maintains organization staff by establishing a recruiting, testing, and interviewing program; Conduct orientation Program
* Responsible for Processing of Visa, correspondence and all administration tasks related to Managing Director.
* Ensure employees are under adequate cover under **medical insurance** and the **payroll team** is updated with the joiners and leavers as part of monthly payroll input
* Responsible for **HR policies, Event management & Campaigns Management.**
* Specialized in recruitment (Retail, Real Estate, Banking industry resources)
* Oversee employee attendance and working schedules, including paid time off, overtime and breaks
* Organize employee records, like corporate Telecom account for **100 employees** & **company vehicle records**
* Implement employee retention programs (like end-of-season bonuses)
* Manage the HRMS Payroll System and be responsible for forwarding the final Pay run data in the system to the finance department within the required time frame.
* Responsible for Renewal of **MOL cards**, **Establishment cards,** **Trade licenses** of 6 companies with the Coordination of PRO.

**Executive Assistant – C Level**

Dubai (UAE)

***Sep 2014 – Aug 2016***

* Administration of internal processes like maintenance of leave records, appraisals, daily attendance audits, salary related administration-Deductions & salary increments, **preparation of minutes of meeting, and conduct meetings on behalf of GM**.
* Responsible of all **HR Work**
* Responsible to assist General Manager with **emails**, **appointments**, **calls and performance reviews**.
* Responsible for organizing and maintaining diaries and making appointments.
* Booking and arranging travel, transport and accommodation.
* Prepare **petty cash report, LPO, Invoices** and **Quotation**
* Execute visa processing tasks in coordination with Public Relations Officer.
* Maintain and manage Annual leave forms &Sick leave forms.
* Take Disciplinary actions for corrective measures such as issuing notice, warning letters, Memos etc
* Attend to all employee queries, concerns & complaints and carry out the necessary actions as well as to provide them information regarding HR rules & procedures
* Preparing and submitting all relevant HR letters/ documents/ certificates as per the requirement of employees in consultation with the management.
* **Payroll Management, Controlling ticket bookings for employees.**
* Recruiting staff - this includes developing job descriptions and person specifications, preparing job adverts, checking application forms, short listing, interviewing and selecting candidates.
* Dealing with **RTA related matters** (car registration, Renewal of RTA Vehicle license)
* Processing Vehicle Insurance claims.

** Education**

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| **SR#** | **Certificate/Degree** | **Institution/ University** | **Specialization/Major** | **GPA/Div** | **Passing Year** |
| 1 | **MBA** | University Lahore, Lahore | Finance | 3.18 | 2008 |
| 2 | **BBA-IT** | Al-Khair University, Islamabad | Information Technology | 3.01 | 2004 |
| 3 | **DBA** | Board of Technical Education, Lahore | Business Administration | 1st Div | 2001 |

**BANKING EMPLOYMENT HISTORY**

**Branch Manager**

 **Dec 2012 - Sep2013**

**Service Quality Officer**

 **Aug 2010- Nov 2012**

**Customer Services Officer**

**Nov 2007- July 2010**

**Sales Processor**

**Jan-2006 – Oct 2007**

**Telemarketing Officer**

**Aug-2005 – Dec 2005**

**Major Task:-**

* Directed daily operations for retail bank, including branch sales, business development, customer service, and credit analysis.
* Managed a staff of 8 customer service representatives and tellers.
* Assisting line managers to understand and implement policies and procedures.
* Liaising with a wide range of people involved in policy areas such as staff performance and health and safety.
* Developing with line managers HR planning strategies which consider immediate and long-term staff requirements. Planning, and sometimes delivering, training, including inductions for new staff
* Consistently meet high standards of external and internal Customer Services
* Assist Quality Service In-charge and make different visits in 26 branches of Multan Region
* Adherence to service Protocols and service Management Program
* Provide highest level of service by being the first point of contact in the branch Processing of Agri Loan, Demand finance, Running Finance
* Account Opening, CHQ Book Issuance, Clearing, ATM Card Issuance & Claims Perform duties as HR Officer as demanded by Line Management.
* High-profile management position accountable for soliciting business accounts and developing strategic alliances with clientele.