HR Recruitment, General Office Administration Management Representative MR / ISO 9001:2008 Business Development / Sales Management

*United Arab Emirates*



Highly Experienced and result oriented professional with tracked record of rich experience in diversified industries. Contributed significantly in the domains of HR Administration, ISO Quality Management Consultancy, developing and implementing standard operating procedures, quality assurance, internal auditing and actively involved as a key personnel to the management. Noted for achieving targets, resolving problems, driving solutions and making a difference to the organization with a positive attitude. Continuously progressing expertise through different situations, up trainings, share best practices, determined ideas, and an active member of companies throughout my career. Holds excellent communication, presentation, coordination, planning, problem solving, decision making and time management skills. Seeking for a more promising career to share gained experience and expertise.



**Qualifications**

**Strengths**

***OVER 10 YEARS UAE EXPERIENCE***

* HR Admin & Quality Assurance
* Acquired ISO 9001:2008 TUV Nord Certification on my own as MR for RAK based under mentioned Companies
* Identifying Problems, taking appropriate corrective and preventive actions
* Developed and Implemented HR Manual, ISO Manual and Standard Operating Procedures in line with company Policies and requirements
* Adaptable to Dynamic Business Scenarios
* Excellent Communication, Presentation & Problem Solving Skills

Matriculation in 1st division from Board of Intermediate & Secondary Education, Lahore, Pakistan FSC in 1st division from Board of Intermediate & Secondary Education, Lahore, Pakistan

BCOM in 1st division from Board of Intermediate & Secondary Education Lahore, Pakistan MBA from University of Punjab Lahore, Pakistan



**Career Snapshot**

HR Admin Manager, ISO MR –U.A.E. August, 11, 2014 - Present HR Admin Manager, ISO MR – Perfect Property Management RAK FZE – May 16, 2011 – July 19, 2014

HR Administrator, Personal Assistant to MD –Plastic Industries (Group) – May 3rd 2008 – Dec 2010 Business Development Executive –General Trading, RAK – 2006 – 2008

Office in Charge, Trading LLC, Dubai – March 2003, October 2005



**Areas of Expertise** 

**Human Resource Management**

All HR activities including re-sourcing, recruitment in accordance with management instructions, selection, compensation, benefits, employee relations, staff welfare, job evaluation, training-development, HR Manual, HR policies, HR standard procedures, payroll, designing and implementing HR strategies and processes.

Deal with understaffing, resolving conflicts, dismissing employees and administering disciplinary procedures.

Identify and implement the most appropriate or effective route for staff development and training through self development, online program and available external resources.

Review existing compensation-benefit policies; identify loopholes; and establish competitive programs. Create, implement maintain professional human resources system that meets top management needs. Lead implementation of performance management system that includes performance development

Offer specific training to employees to help them improve, maintain or learn new skills as well as to address company training needs. Conduct orientation sessions and training for new hires.

Update programs as necessary in order to adapt to changes occurring in the work environment

**Administration Management**

Manage daily office work whist dealing with administrative and personnel issues. Oversee business administration to ensure smooth running of company.

Liaise with different departments to coordinate activities, exchange information, and resolve issues and concerns and to ensure timely implementation of objectives.

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Solve business difficulties and consult with department managers for the growth of the company. Assume full responsibility of business communication and interaction with a spectrum of clients or

other party dealing with the organization. Develop good working relations with the same.

Oversee the availability of all resources within the department to ensure smooth flow of operation. Handle complete facilities and office infrastructure upkeep; ensure enough quantity of supplies and equipment to support operations. Devise an extensive filing system to organize and update company files.

**ISO 9001:2008 Quality Management**

Design, Development and Implementation of HR Administration Manual, HR Policies and Procedures along with Departmental SOPs in line with requirements of ISO 9001:2008 quality management requirements.

Making sure that departmental quality procedures are being followed and implemented.

Identifying non conformances and any deviation to the approved procedures and ensuring corrective actions to be taken to close the NC’s.

Coordinating with the personnel in the relevant departments for development of detailed procedures. Ensured proper documentation and maintenance of procedures, formats, forms, documents involved

and proper job descriptions.



**Proven Job Role**

***HR Admin Manager, ISO MR–HFZE, Sharjah, U.AE***

Recruiting staff by preparing job descriptions and job adverts; deciding on how best to advertise and

recruit in line with directions and instructions of the Managing Director.

Maintains the work structure by updating job requirements and job descriptions for all positions. Maintains organization staff by establishing a recruiting, testing, and interviewing program; counseling managers on candidate selection; conducting and analyzing exit interviews; recommending changes.(Recruitment & Selection, Exit interview)

Maintains a pay plan by conducting periodic pay surveys; scheduling and conducting job evaluations; monitoring and scheduling individual pay actions; recommending, planning, and implementing pay structure revisions. (Salary Planning, Salary Structure)

Ensures planning, monitoring, and appraisal of employee work results by training managers to coach and discipline employees; scheduling management conferences with employees; hearing and resolving employee grievances; counseling employees and supervisors. (Performance Management)

Maintains employee benefits programs and informs employees of benefits by studying and assessing benefit needs and trends; recommending benefit programs to management; directing the processing of benefit claims; obtaining and evaluating benefit contract bids; awarding benefit contracts; designing and conducting educational programs on benefit programs. (Compensation & Benefits)

Maintains management guidelines by preparing, updating, and recommending human resource policies and procedures. (HR Policy Manual i.e. policy, procedure, documents).

Maintains professional and technical knowledge by attending educational workshops; reviewing professional publications; establishing personal networks; participating in professional societies. (Training & Development)

Maintains human resource records by designing a filing and retrieval system; keeping past and current records (Record Keeping) and Contributes to team effort by accomplishing related results as needed

Establishing, Implementing and Maintaining HR Policies, Procedures and Processes.

Ensuring all company policies and procedures are up to date in line with current employment law. Ensure line managers (direct managers) are up to date with changes to any policies.

Setting up company manual, departmental procedures, policies and required documentation for maintaining and implementing ISO 9001:2008 Quality Management System certification.

***HR Admin Manager, ISO MR – Perfect Property Management RAK FZE***

Spearheading team in developing and duly maintaining high quality workforce to meet organization’s needs

Looking after whole gamut of HR related operations including sourcing, recruitment, screening, selection process, joining preliminaries, induction, training, benefits, termination, etc…

Processing staffs’ pertinent papers and related work documents in accordance with statutory policies and procedures: Passport, Visa, Labor Card, Health Cards, Insurance Card, leave of salary, salary settlements, resignation/termination papers, etc

Job offers, Appointment letters, Following up cancellations, terminations & resignations, Following up the short leaves & vacations

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Working closely with Administration Department and Corporate HR in evaluating staffs’ work performance utilizing company’s key indicators

Reviewing company’s compensation and benefit system based on market job value survey. Accordingly developing the same to provide the best scheme for employees and organization

Supervising PR functions particularly in document processing and government authority liaison. Maintaining up-to-date personnel records in coordination with administrative support assistants Providing assistance in employee counseling, problem solving and other related activities.

Performing other delegated tasks such as managing Transport Department as per requirement

***HR Administrator, PA to MD –Plastic Industries LLC***

Implemented and maintained an outstanding Quality System by applying continuous improvement approach.

Set up and documented workflow and procedures for all departments in head office and branches. Ensured proper report escalation and training arranged for the quality team.

Developed and maintained improvement of Level I and Level II Quality System Elements.

Initiated process for ISO 9001:2008 certification on my own and acquired certification for company. Coordinated with the personnel in the relevant departments for development of detailed procedures Ensured proper documentation and maintenance of procedures, formats and job descriptions

Coordinated with relevant personnel in product development Ensuring smooth daily office operations

Drafting business letters, inter office memos, preparing quotations and purchase orders.

Checking and answering company emails, maintaining and updating company website. Online company listing in related B2B portals, sourcing buyers and suppliers, search engine optimization, online Marketing and Email Marketing.

Write ups for catalogue, website, promotional activities and anything related to business development. Organizing Travel bookings, Airfares and Accommodation of Staff

Liaising with travel agents/hotels and ensure the most economic deals are sourced.

General Administrative and secretarial support to Managing Director in Head Office while coordinating with all branches and back office factory administration

Overseeing arrangements for all travel documents (passports, visas, entry permits, work visas etc) and ensuring these to be kept current;

Overseeing, controlling & following up day to day Human Resources Management activities.

Conducting general human resource activities like CV follow up, interview call, employment offer letter and preparing job description.

Assisting Managing Director in Hiring and Firing of staff Implementation of promotion and demotion

Performing general office duties such as collating reports, maintaining a variety of office supplies and monitoring the maintenance of all office equipments and stationary

***Business Development Executive –General Trading, RAK, U.A.E.***

Following up the new inquiries and requirements to enhance existing relationships and development of new business with customers by satisfying them through goods service and excellent interpersonal relationship.

Being receptive to the needs of the clients by seeking feedback from them considering the fact that customers are the key factor in any business.

Acting as an advisor to the client by being friendly and patient and offering several options as well as the pros and cons to help them for making the right decision.

Performing role within the capacity, accepting challenges, coordinating amongst BD staff to work efficiently, responding to the situation and getting alternatives for quicker developments.

Drafting Letters and necessary reports to the clients as well as supplier for effective communication and self-correspondence.

Making special reports, analysis and preparing lists on Potential buyers and suppliers regarding import and export business.

Online web communication and negotiation with importers and exporters to get the best quality oriented products in the least prices.

Always keep on thinking how I can get maximum clients and emphasized on cash sales.

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***Office in Charge, Gabby General Trading LLC, Dubai***

Following up and implementing Administrative guidelines, policies and management regulations To raise requisition for purchases and follow up orders and ascertain delivery.

To follow up all the admin purchasing functions of GGT (Maintenance& Admin). Ensuring the payments done on time, accurate, and relevant.

Implementing office policies, Organizing office procedures Supervise office staff attendance

Monitor and record long distance phone calls, and preparing Monthly Deductions Controlling inter correspondences and maintaining office equipments

Review and approve office supply requisitions

Ensuring filing system to be maintained properly and up to date Ensure personnel files are up to date and secure

Verifying the suppliers’ delivery notes & providing finance department with invoices.



**IT & Other Skills**

Well Versed in MS Office Suite, Internet & E-mail (Outlook) and other Applications Internal Auditor ISO 9001:2008 certified from TUV Nord Middle East

Acquired ISO 9001:2008 certificates on my own for AL BASSAM RAK, Bina Real Estate and Perfect Property Management without getting outsourced consultant involved and worked as MR and Internal Auditor for all the said companies

Microsoft Visio (ISO Process Flow Charts) Microsoft Dynamics CRM

Microsoft SharePoint

Write ups for product catalogue, website, marketing, sales management and business development activities



**Personal Details**

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| --- | --- | --- |
| Nationality | : | Pakistani |
| Date of Birth | : | December 22, 1976 |
| Marital Status | : | Married |
| Visa Status | : | Employment Visa |
| Driving License | : | Under Processing |



**First Name of Application CV No:** **459642**

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