tahseen.219216@2freemail.com

Profile

A dynamic, bilingual, energetic & highly talented HR professional with over 9 years’ of experience in multi-cultural environment, Handling Human Resources and Administration. Highly adaptable thrive on challenges and excel in new environments. Possess strong leadership & team building capabilities.

Career Objective

Seeking a challenging career position where unique blend of Human Resource and Administration can be effectively utilized by a company offering long - term opportunities for professional growth in recognition of dedication, drive and superior performance.

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| EDUCATIONAL ATTAINMENT |

**Master of Science in Economics (Islamic economic system)**

Peshawar University, Pakistan, 2006

**Master of Public Administration (MPA) Human Resource Management**

Gomal University, Pakistan, 2004

**Bachelor Degree (Statistics and Mathematics**)

Peshawar University, Pakistan, 2001

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| CORE COMPETENCIES |
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| * HR & organization strategy
* Training, Induction & Orientation
* Job Analysis-based performance appraisal
* Work force Planning
* Performance Management
 | * Training & Talent Development
* Recruitment & Selection
* Powerful Presentation & communication skills
* HRIMS, ERP, UAE Labour Law
* HR Administration & Customer Relations
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| LIST OF EMPLOYMENT& Key Responsiblities |

**From 23rd Jan 2011 to 30th Jun 2014 (3.5 years)**

**Senior HR Officer at Me Services - MOI -Abu Dhabi - UAE**

Me Services Company is a subsidiary of Privatization Services Group (PSG) under Ministry of Interior Abu Dhabi, specializing in HR Consultancies, Marketing Research etc. Main clients of ME SERVICES are Abu Dhabi Police, MOI, Civil Defense (Abu Dhabi & Northern emirates).

**Key Responsibilities**

* + - * + **HR Administration**

Being an HR Senior officer my role is provide support for a wide variety of activities of human resources including employee relations and administration of benefits. Advise managers, supervisors, and administrators in all HR practices, to provide information to employees about regulations, policies and to provide general support. Support and assist in development of recognition programs (financial & non-financial) and other HR programs to drive employee performance, engagement and motivation index results. Serving as the first point of contact for all the privatization & Group companies' employee inquiries (HR related) for assistance / information obtain & provide requested information or take appropriate action to resolve the problem. Professionally and accurately respond to written and oral enquires (phone, email and fax). Supervising the daily attendance sheets and having very vast experience using ERP HR System while entering’ staff data and deriving different types of reports as requested.

* + - * + **Head of Health Insurance Section**

As a head of the health insurance section, I have earned expertise in issuing the health insurance cards for huge number of members across the board, supporting sister companies by helping them in issuing the health insurance. Discussing quotations with Vendors and negotiating the premium and benefits coverage. Making the technical & financial analysis, submitting the finding, conclusions & recommendations to higher management for their guideline and decision. Handling data base for the Health Insurance policies, screening, updating and finalizing data to make sure that on board employees are insured and listed with the specific plan as per eligibility under the health insurance provider in compliance of Health Authority of Abu Dhabi (HAAD) rules and regulation.

* + - * + **Training & Talent Development**

Drafting, designing & delivering in house training to internal staff like office Etiquettes, Customer Relations, etc. Work for executing the entire training process, needs assessment, development & outsourcing of training programs, including content, delivering of training programs & evaluation of effectiveness of training. Maintaining soft & hard copy training records as per the ISO 9000 – 8001 standard.

* + - * + **Recruitment & Selection**

Reduced time to hire (help to advertise, source, screen, interview, assess, shortlist). Support in developing recruitment strategy ensuring optimal fit of candidate to the role. Ensure the necessary paperwork is completed to demonstrate a fair

 and consistent process. Coordinating in the developing of recruitment policies & procedures.

* + - * + **Govt., & Employees Relations**

Liaising with government entities including immigration, pension and retirement fundAbu Dhabi for the pension process of registration, termination for the local employees. Coordinating Abu Dhabi Police GHQ, and Civil Defense Department.

Coordinating with the employees for the visa and health insurance processing. Supporting staff in terms of guideline and explanation of company policy and procedure. Explaining about the health insurance coverage and hospital networks inside the UAE and abroad. Communicating corporate HR programs as required by business areas.

**From 27thApril 2008 to 5thFeb, 2011 (2.10 Years)**

**Senior HR Employee& Govt. Relations Officer- Abu Dhabi University Knowledge Group, Abu Dhabi UAE**

**Key Responsibilities**

* + - * + **Human Resources Policies**

Drafting and reviewing HR policies in compliance with the current UAE Labor Law in order to fix and implement good corporate governance in HR, Roll out of HR Policies and Procedure in the HR Manual. Coach & enable staff to access and understand HR Policies. I have worked closely with the senior managers to ensure proper implementation of HR policies across the board. Planning events or activities regularly or on some occasions, getting those approved by senior management and implementing those.

* + - * + **Recruitment & Selection**

Coordinates, negotiates and liaises with employment and advertising agents on service fee, advertisement recruitment and interview schedules. Searching and Coordinating with MONSTER. COM portal to shortlist the candidates for opened positions. Conduct interviews up to senior executive levels. Arrange interviews for management levels. Prepare letters of offer to selected candidates and letter of rejection to unsuccessful candidates. Derive and draft Job description from Junior to senior level of positions.

* + - * + **Performance Management**

Lead the enterprise wide associate talent review and performance goal setting processes to continue movement toward a high performance culture, define and achieve metrics to increase employee performance through consistent utilization of the performance management process. Lead workforce planning initiatives that support the building of an internal pipeline of talent. Design and implement skills assessment process and tools to identify strengths and skill gaps as uncovered in annual associate talent review process Participate in the Performance Management process (i.e. annual evaluation process, promotion panels, Talent Management) – established KPIs together with the group-leaders, coach the staff in view of preparing for the evaluation. Identify poor performers and set goals to improve, recommend course of action to HR for non performing staff suggest training course to managers to rectify poor performance.

* + - * + **Training & Development**

Deliver the induction program, Develop, implement, organize, supervise, coordinate and control all necessary internal and external training programs agreed by management to be necessary in order to develop employee’s competencies. Together with line managers define the training needs for each department and consolidate overall training activities for entire organization, according to Company objectives and management strategically decisions. Based on training needs assessed, organize tenders with potential training suppliers and propose the most appropriate supplier in order to obtain the most cost-effective and high-qualitative solution for Company. Organize training logistics for all training programs. Keep updated all databases and folders regarding employee training and authorizations.

* + - * + **Government and Employee Relations**

Liaising with government entities e.g., Ministry of Education, Ministry of Labour & Immigration for Visas & Labour Cards, and Abu Dhabi Pension & Retired Fund. Preparing and arranging documents for the PRO to apply to the above when need and required. Leading PRO’s, maintaining & updating all the employees’ legal records. Performing employee related work like employee satisfaction survey (ESS), company employee communication, coordinating with finance section for employee compensation & benefits. Attends employees’ grievances and complaints, provides guidance if necessary. Provide feedback to the management to enhance a better and cordial working environment. Organizes corporate events such as company’s dinner, corporate trip, etc. Reviews, updates and maintains proper filing of insurance policy, HR handbook, performance appraisal form and training schedules.

* + - * + **Exit Formalities**

Conducting exit interviews of candidates who are resigning. Trying to get constructive feedback for company and trying to implement the corrective measures for them. Helping the person to be relieved properly. Issuing relieving letter and letter of experience.

**From Nov 2006toDec 2007 (1.1 Year)**

**HR Executive in Al Fahjan Transportation & Gen. Cont. Company, Bin Harmal Group of Companies UAE**

* + - * + **Recruitment and Selection:** Managing manpower requisition from the concerned department. Understanding the requirement and accordingly drafting a job description and getting it approved from the concerned person. Sourcing candidates that match the desired skills. Screening the candidates by conducting telephonic / personal interviews as the case may be. Doing a background verification of the shortlisted candidates.
				+ **Induction and On-boarding:** When a particular candidate is finalized and selected, giving him offer letter or letter of intent On joining the services, issuing appointment letter with brief working agreement or policies. Giving a description on the policies, procedures and culture followed by the company. Properly filing relevant document of the new employee as required. Introducing him/her to the team and supervisor and/or manager.
				+ **Attendance and Leave records:** Keeping a track of the attendance of the employees. Filing the leave forms and keeping a track of the leaves taken. Seeing to it that no employee is irregular and if there are such people, taking corrective and/or preventive measures. Keeping a track on employee turnover and exit rate.

**From August 2004 to September 2006 (2 Years)**

**HR Executive in CDA Peshawar Government of Pakistan**

* + - * + **Recruitment activity:** Manage all recruitment activity e.g. adverts, job descriptions, interviews. Draft offer letters and contracts as advised by the HR Director and complete standard reference checks and other recruitment administration e.g. payroll. Manage inductions process for all new starters. Liaise with temporary recruitment agencies re staffing. Ensure all Job Descriptions are kept up-to-date, create new JDs as and when necessary with managers. Support HR Director in implementing effective communication mechanisms to ensure that information flows easily throughout the business
				+ **Employees Relations:** Manage employee life cycle e.g. recruitment, induction, dismissal, etc. Responsible for diarizing probations and issuing probationer paperwork. Creating, maintaining and implementing HR information and administration systems. Provide assistance and information to managers in line with HR policies and procedures e.g. disciplinary and grievance matters
				+ **Administrative Activities:** Manage HR/Payroll database. Ensure all payroll paper work is completed accurately and to deadline. Liaise with benefits providers around new starters/leavers, etc. Support annual flexible benefits renewal. Deal with telephone enquiries and re-direct/action as required. Filing and archiving. Set up work station with necessary supplies and resource materials. Retrieve and distribute departmental mails.

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| KEY ACHIEVEMENTS |

* + - * + Training Certificate of online Registration Process –Abu Dhabi Retirement Pensions & Benefits Fund **(May, 2013)**
				+ 4 Months Certificate of Field Investigator - Higher Education Commission (HEC) of Pakistan **(June – Sep 2004)**
				+ 2 Months Management trainee Certificate in Pakistan Telecommunication Corp. Ltd. - Pakistan **(Aug - Sep 2004)**

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| PROFESSIONAL SKILLS |

**1- Computer Skill:** One year diploma in Information Technology (DIT), practical experience in MS – Office, Visual Basic, C, C++, Internet research, Operating System, Project Visio and Photoshop, emails outlook, etc.

**2-Linguistic Skill :** **English : Excellent** (Speaking, Writing, Reading)

**Arabic : Excellent** (Speaking, Writing, Reading)

**Urdu : Excellent** (Native Language)

**Pashto :** **Mother Tongue**

**3- Communication Skill:** One of my strength is the ability to communicate with different type of people, different races and with different culture &background, good presentation &communication skills, self-confidence, able to work Independent, under pressure & time limit, dynamic personality, fast learner and good team worker.

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| PERSONAL DETAILS |

**FULL NAME : Tehseen**

**MARITAL STATUS :**  Married

**NATIONALITY :** Pakistani

**DRIVING LICENSE :** UAE Driving License

*- All evidences ready to be submitted if required,*

*- References are available upon request*

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