**Sidra**

Visa Status: Visit Visa

Email Address: sidra.369746@2freemail.com

**Objective & Profile:**

Seeking a position where my professional experience and education will allow me to make an immediate contribution as an integral part of a progressive company. My goal is to see myself moving up in the org ladder, contributing significantly towards its success. I don't want to limit myself to just being an employee of the company but be a contributor, able to lead the organization towards success, effectively managing the human asset of the company, being a key decision maker in the organization and also undergoing through the constant process of learning, improving, sharpening my skills with the intent of becoming a much more effective and efficient person

**Professional Skills:**

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| Recruitment & Selection | Performance Management | Staff Security and Safety |
| Team Work & Collaboration | Organization & Employees Development | Staff Relations & Conflict Management |
| Policies Development | Audit (Internal & External) | Administration |

**Academic Qualification:**

 B.ED, University of Education, Lahore, Pakistan 2012.

 Masters of Business Administration, Bahauddin Zikriya University, Multan, Pakistan 2008

 Bacholar of Business Administration, Bahauddin Zikriya University, Multan, Pakistan 2006

**Professional Work Experience:**

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| **Hextar Chemicals Enterprises (HCE)** | Assistant Manager HR & Administration, Lahore, Pakistan, April 2014 to July 2016 |
| **Agency for Technical Cooperation and****Development (ACTED)** | HR/Admin Assistant, Punjab & Sindh, Pakistan, Sep 2010 to Apr 2013. |
| **Auriga Group of Chemicals** | Telemarketing Head, Lahore, Pakistan.May 2009 to May 2010 |

**Hextar Chemicals Enterprises, Lahore ,Pakistan**

**Assistant Manager HR & Administration**

* Establish & implement recruitment, selection and pre-employment procedures in accordance with Company policy. This includes a hiring schedule, staffing guide, design job ads and administer job postings & compensation guidelines.
* Develop & implement performance appraisal programs, succession planning & manpower inventory programs for the right supply of candidates.
* Review all disciplinary actions & establish program for quick resolution of employee problems/conflicts.
* Design, participate & analyze the results of salary/fringe benefits surveys to provide an analytical basis for salary scales, planned increases, wage negotiations etc.
* Review all employee accident reports & provides recommendations for future preventative measures.
* Prepare and negotiate offer, contract, appointment, warning letters and Internal Memos. Manage orientation program for employee align with organizational culture.
* Conduct staff and departmental meetings and manage company events.
* Monitor timely update of personnel records (personal details, position, salary, appraisal outcomes, leave records, training and awards).
* Guest management (Hotel Booking & payment).

**Imports (Other than JD Responsibilities)**

* Independently handling all Import operations.
* Co-ordination with Planning & Production departments to know their requirements.
* Follow up with foreign suppliers & their agents For Payments to suppliers.
* Establishment of import L/C's, checking & forwarding to suppliers.
* Co-ordination with Bankers for L/C openings, payments & documents collection.
* Obtaining information regarding new Customs Notifications/amendments and Government annual budget affects on imports and forwarding information to management.
* Tracking vessel movements.

**Sales Coordinator (Other than JD Responsibilities)**

* Coordinate sales team for on time issuance of invoices , ledgers, delivery challan.
* Organize and mobilize sales team for new sales policies for proper implementation in market. Provide backup support to sales team
* Assist in developing sales policies and explain to team.
* On time delivery of marketing material to each area.
* Handle customer inquiries if needed from any area.
* Assist in updating and maintaining price lists.
* Assist in processing price deals for retail customers.
* Assist in preparing sales incentive reports with account department.
* Prepare monthly sales report against set targets (Policy wise).

**Agency for Technical Cooperation and Development (ACTED),Punjab & Sindh, Pakistan**

* Monthly Time Management Analysis and report to higher management
* Assist in Monthly Exit/Turnover Analysis.
* Responsible for all staff Travel/Mission arrangements.
* Assist the Internal & External Auditor during Audits.
* Actively involved in job advertisement, recruitment, and selection of new Employees
* Orientation of newly hired Employees.
* Manage the preparation of the staff payroll and the timely disbursement of salaries, Incentive Calculations.
* Assist in Develop effective induction plans and processes, ensuring that all staff is aware of the policies and practices relating to their employment. Assist in establishing evaluation procedure for monitoring the effectiveness of the induction process and feedback to line managers.
* Effective use of the Performance Management System including the establishment of clear, measureable objectives, ongoing feedback, periodic reviews and fair and unbiased evaluations.
* Provides a broad range of consultative services to all levels of employees regarding policies and procedures.
* Liaise with country HR Manager to ensure that there is an appropriate job evaluation system in place and that there is continuity between job descriptions, titles, salary scale and organizational charts.
* Attend and participate in relevant inter-agency meetings, Ensure compatibility with local cultural norms,paying particular attention to gender issues.
* Conducts needs assessments to determine employee job performance and overall company performance.
* Ensure staff safety and security with close coordination of Risk/Security department.
* Draft Promotions and re-designation letters.
* Designed face book, Organization Structure, Chart, Hierarchy of Functions & Authority
* Group Life/Medical Insurance.
* Employee Old age Benefits registration and payments.
* Confirmation letters of employees after probation
* Transfer letters for department change / Area change.

**Auriga Group of Companies, Lahore, Pakistan**

**Telemarketing Head.**

* Investigated and resolved customer concerns in collaboration with General Manager
* and other departments.
* Prepared written responses to Department of inquiries. Provided measurement on volume and trends to determine needs and improve customer satisfaction and retention.
* Participated in implementing new paperless process, resulting in streamlined operations
* Manage the data of customers.
* Coordinate the job responsibilities of CRO's.
* Data collection.
* Report to GM on weekly, monthly and yearly bases.
* Solve the quires of customers.
* Coordinate the sale team regarding sale of products.
* Maintain the discipline of the floor.
* Prepare Sale Analysis report on monthly bases.

**Achievements and Contribution:**

* Certificate for "Best performance" from ACTED International.
* Honored with "Cash Award for best performance" from Auriga Group of Companies

**References:**

Will be furnished upon request.