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# Career Summary

# A senior level professional with deep knowledge of system usability and employee facing applications. Possess strong communication, interpersonal, strategic thinking, decision making and analytical skills

Significant experience leading all phases of complex projects in large companies, including requirements definition, vendor selection, process re-design, communications, and implementation.

At Marcel’s Restaurant, serving as a HR / IT lead, implemented CIS Restaurant Software modules includes HR, Payroll, Inventory, Restaurant Operation and some other.

Reviewing enhancement requests and present recommendation to Management, Playing a key role in the design of training and communication plans. Completed Project on time and under budget.

Currently Managing Human Resources / Information Technology & Admin Department as Team Lead.

Work History

* Implemented HR / Payroll Modules for Oracle HRIS / HRMS / Microsoft Dynamics AX 2012.
* Implemented HR Policies & Procedures, Manpower Planning, Recruitment, HR Budgeting, Succession Planning, Training and Development.
* Quality Assurance for Process Improvement based upon the techniques of Six Sigma Green Belt.
* Project Management for Remoter Areas for Pakistan Petroleum Limited (PPL) and National Database and Registration Authority (NADRA).
* Motivation and Retention
* Succession Planning
* Group Health and Group Life Insurance
* Immigration / Travel

Work Experience

1. **HRIS / OD/ Admin Manager Marcel Restaurant (Meat 1 Group)**

**September 2017 till To-date**

Established HR Department in Marcel’s Restaurant, Currently managing all HR functions as below but not limited to;

* Recruitment
* Head Counts with Budgets
* Staff Evaluation procedures
* Succession Planning
* General & Health & Life Insurance
* Staff Training
* Job Description / KPIs / Objective settings
* Process improvement & Team Building for effiecient systems

**Admin**

* Cost Controlling
* Inventory Management
* Registration with authorities
* ISO Certification

**Information Technology**

* Monitoring & collaborated with staff and management team on all systems-related issues pertaining to the operation of the PMS and POS.
* Administering and managing
  + Network, workstation operating systems, security systems, safety backups and servers related to the systems.
* Employees training and orientation for use of the systems in order to ensure strict compliance with company policies.

1. **HR & Admin Manager Greenville Oil & Gas Company Ltd (Nigeria) (Feb 2016 to Mar 2017)**

Greenville Oil & Gas Co. Ltd is in the business of;

* Producing LNG / CNG (Currently in Construction/Erection phase)
* Logistics via Trucks to Customer Site
* Regasification Unit (Customer Site)
* Filling Stations (LNG / CNG)

**Role Performed**

* HR Management
  + Manpower Planning & Budget
  + Recruitment (Local + International)
  + Immigration & Embassy matters
  + Orientation
  + Assessments/Evaluations
  + Payroll
  + Succession Planning
  + Exit Interviews
  + Need Based Trainings
* Admin
* ERP implementation
* SOPs

1. **Manager HRIS ASCA Bitumen Group of Companies (Nigeria)**

**Oct 2012 – Dec 2015**

ASCA Group of Companies is importing the Bitumen and supplying it to Nigeria; they have 10 offices/terminals in 10 different cities with fleet of 200 Trucks.

Being in the Head Office, monitored HR Functions, implemented HR Policies and Procedures, Dealt with Group Medical and Group Life & Personal Accident Insurances and Coordinated with the Terminal / City HR Office for Recruitment, Training & Development and Monthly Payroll.

Worked on a Project for the implementation of ERP Microsoft Dynamics AX 2012 for HR and Payroll.

1. **Manager HR Dr. Zia Uddin Hospital (Jun 2011 to Sep 2012)**

Dr. Zia Uddin Hospital is a 350-bedded hospital with four campuses running parallel. Hospital is the phase of expanding by introducing the Consultants / Physicians of new specialties. Apart from that, Hospital is implemented the latest tools (ERP) in all departments for transparent routine operations.

* Successfully implemented the ERP HR & Payroll and monitored and managed followings
* Monitored day to day operations
* Recruitment and Staffing
* Annual Appraisal
* Succession Planning
* Training & Development
* Departmental Budgets for Salary
* Strict compliance of Government Labor Laws
* Motivational Sessions
* Conflict Management
* Group Life and Health Insurance

1. **Manager HR South City Hospital (Dec 2007 to Jun 2011)**

South City Hospital is the state of art in present leading hospitals in Pakistan, fully equipped with the modern healthcare tools & technology. Hospital is planned, designed and built to meet International Standards of healthcare.

**Responsibilities**

* Managed all HR functions by using Human Resource Information System (HRIS).
* Formulated and Introduced HR organizational polices for the smooth working environment.
* Implemented & Demonstrated HR Policies under the guidance of management.
* Worked extensively on Employee Benefits issues such as E.O.B.I, S.E.S.S.I, Provident Fund and Health and Life Insurance Plans.
* Planned and monitored the advertisement of vacant posts and ensured adherence to policies and procedures;
* Created company strategic recruitment and selection plan.
* Prepared occupational classifications, job descriptions and salary scales.
* Strategic planning for the department and its different sections.
* Prepared budgets for personnel operations.
* Regular monitored of budget and prepared action plan if necessary.
* Employee Orientation
* Conducted exit interviews to identify reasons for employee Resignation.
* Recommended benefits plan changes to management.
* Issued Confirmation, Promotion, Increment and Warning letters to employees as per procedure.
* Initiated annual appraisal process and prepared annual increment plan on behalf of management.
* Approved leaves and other benefits according to the policies, which include administrative affairs of the department.
* Empowered departments according to the authority delegated by management.
* Ensured that Training & Development system for the employee is being implemented and is functioning properly.
* Dealing with Group Medical and Group Life & Personal Accident Insurances

1. **HR & Admin Officer AMMIZA Logistics (Dec 2006 to Nov 2007)**

AMMIZA Logistics and Warehousing is freight forwarder based at Karachi and having network in Rawalpindi, Lahore and Islamabad. AMMIZA Logistics & Warehousing is specialized in logistics and supply chain system.

**Responsibilities**

* Identified staff vacancies and recruit, interview and select applicants.
* Issued Confirmation, Promotion, and Increment letters to employees as per procedure.
* Issuance of warning letters, to maintain discipline.
* Participated in and facilitate group meetings.
* Ensured that estate matters are properly handled, this includes hiring of suitable premises if required, its repair, renovation, and alteration.
* Ensured that printing and stationery requirements of all offices are fulfilled properly
* Developed and coordinate grievances and mediate workplace disputes.
* Notified employees of changes in benefits programmers.

1. **HR Officer QCCD (Jun 2006 to Sep 2006) Doha - Qatar**

Qatar Canter for Career Development is consultancy firm specifically worked in these areas; Training & Development, HR Consultancy and Head Hunting. In my short period I was involved in a project with Hayat Plaza and provided consultancy in these areas;

* Revised their recruitment process
* Structured Training and Development
* Assisted in Salary and Benefits policies
* Departmental wise Revised Overtime Policy
* Revised Leave Policy
* Revised Medical Benefits Policy
* Quarterly Appraisal Policy
* Promotion Policy
* Revised Standing Rules and Regulations

Also worked as a Trainer to Train staff of different companies with QCCD in the areas of sales, marketing and management, customer care.

1. **System Engineer NADRA (Aug 2003 to May 2006)**

National Database and Registration Authority (NADRA) facilitates nation wide for the registration and issuance of Computerized National Identity Card (CNIC) to the Nationals of Pakistan as well as the Nationals residing Overseas.

**Responsibilities**

* Maintained records of all employees. Administration of Human Resource management System of Nadra.
* Operational management (Daily Process, Cash, Stock).
* Staff’s on job training and performance appraisals.
* Over all in charge of swift registration center.
* Public dealing and customer care.
* Maintained the security and administration of Local Area Network as well as Wide area Network.
* Worked on SQL Server.
* Maintaining Database.
* Backup and Recovery.
* Managed all the administrative as well as technical issues of the project.
* Technical Support in Remote Areas (Interior Sindh).

# PROFESSIONAL & ACADEMIC QUALIFICATION

* EMBA – Executive Master of Business Administration in Management (Human Resources)from Preston University – Karachi (2007)
* BE - "Bachelor of Engineering" Degree in Information Technology from Hamdard University Karachi – Pakistan (2003)
* Higher Secondary School Certificate (HSSC) from Federal Board of Secondary School – Islamabad in (1996) Studied in Doha - Qatar.
* Attended an ERP Implementation & Training Program offered by 3D-Educators.
* Successfully completed the Six Sigma Green Belt training for Process Improvement, Quality Control & Quality Assurance from National Productivity Organization (NPO) Karachi - Pakistan.