

Massab Ahmed Abbasi

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D.O.B 30 Oct 1986

Executive Summary

Attentive and communicative human resources assistant manager with four years of experience and project handling. Strong written and verbal communication skills, attention to detail and ability to gain trust combine to achieve results. Experienced in managing personnel records management, compensation and benefits and employee relations.

EDUCATION

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| • Master of Business Administration (MBA) – SZABIST, Karachi | 2017 – 2020 |
| • Bachelor in Business Administration (BBA) – KASBIT | 2012 – 2016 |

PROFESSIONAL EXPERIENCE

Assistant Manager Human Resources (Outsources)

March 2018 – Present

Pakistan Security Printing Corporation

- Assist in the creation of new, review of existing and proposal of employee benefit improvement plans / policy, getting necessary budget approval and executing project plans Compile and update employee records
- Process documentation and prepare reports relating to personnel activities (staffing, recruitment, training, grievances, performance evaluations etc.)
- Determine employee entitlement to perks and benefits as per their employment eligibility.
- Maintain management and employee relations by resolving grievances and addressing problems and other issues.
- Assist in payroll preparation by providing relevant data (absences, bonus, leaves, etc.)
- Manage recruitment and selection process across all departments.

Executive Admin

November 2016 – February 2018

Institute of Business Administration

My responsibilities include, but are not limited to, the following:

- Managing the day-to-day operations of the office
- Inventory stock counts, organizing and maintaining files and records
- Preparing and editing correspondence, reports, and presentations
- Maintaining appropriate inventory levels and restocking/supply chain
- Maintain executive's appointment schedule (planning and scheduling meetings, conferences, etcetera)
- Event Management for all special occasions and courses
- Processes invoices and requisitions
- Monitors and reconciles controllable expenses

Service Level Coordinator

November 2015 – October 2016

Inbox Business Technologies (DELL Services)

- Day-to-day operations and administrative functions of the services centers.
- Assist Project Manager in performing daily key compliance & overseeing activities for services centers.
- Participate in projects to improve processes and enhance the client experience
- Inventory Management & Internal Audit
- Effective communication skills with internal and external contacts at all levels
- Manage and coordinate client meeting preparation and logistics
- Dell Certified Engineer's (Nationwide), Dell Logistics Partner, Dell Tech Support Team
- Managing Logistics (DELL Project)
- Provide training to Service Coordinators (Nationwide)
- Execute assigned operational tasks and programs in preset time frame
- Keep track and caring customer until each of service cases finished
- Coordinating, gathering information and resolve Customer's complaint

- Managing and leading the project team, co-ordination with partners and all relevant stakeholders
- Detailed project planning and control, developing and maintaining a detailed project plan
- Managing project deliverables, progress and performance and recording & responding to project issues
- Working closely with users to ensure the project meets business needs
- Ability to maintain records, prepare reports, and conduct correspondence related to the work
- Communicate effectively, build consensus, facilitate working sessions, and negotiating solutions
- Knowledge of file maintenance and report generation methods
- Working on business development sites to get project for company using different platforms
- Coordination of works at job site
- To assist other members of the regional operational team as appropriate
- Undertake Purchase Orders as requested by project managers and supervisors
- To use and update project specific processes and procedures.
- To understand and complete all work related documentation accurately and on time
- To understand and comply with policies and procedures

- Created IT Audit process and able to prepare detailed written instructions and documentation
- Ability to maintain records, prepare reports, and conduct correspondence related to the work
- Effective communication, build consensus, facilitate working sessions, and negotiate solutions
- Knowledge of file maintenance and report generation methods
- Working on business development sites to get project for companies using different platforms
- Worked on quality assurance of Mobile Application council tax finder
- Rate management (Update Rates and availability on four extranets each, thrice a day for two hotels in UK)
- Council Tax Finder data mining, sorting, updating data and quality assurance
- Quality Assurance of erealitysolutions.com, rekodiqservices.com, conciltaxfinder.com, northstar.com, kettlebellcardio.com and Council Tax Finder Mobile Application. (Android, iPhone).
- Knowledge of SEO, SOP task for networking. (V-tiger, OS tickets, Susi Mail Server)
- Worked on North Star and Kettle Bell Cardio Website (Word press)

- Listening to customer requirements and presenting appropriately to make a sale
- Maintaining & developing relationships with existing customers
- Cold calling to arrange meetings with potential customers to prospect for new business
- Responding to incoming email and phone enquiries
- Acting as a contact between a company and its existing and potential markets
- Gathering market and customer information
- Representing the organization at trade exhibitions, events and demonstrations
- Negotiating on price, costs, delivery and specifications with buyers and managers
- Liaising with suppliers to check the progress of existing orders
- Gaining a clear understanding of customers' businesses and requirements
- Attending team meeting and sharing best practice with colleagues.