

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