

Resume

Dhani Bux Charan

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- (Willing to Relocate)



Career Summary:

I am an accomplished administrative and HR professional with more than 5 years of diverse experience working with leading international construction companies, including the China State Construction Engineering Company on the Sukkur to Multan Motorway Project and the China Road and Bridge Corporation, Hubei Shuizong Water Resources and Hydropower Construction Company (Joint Venture) for the Sukkur Barrage project under World Bank supervision. In addition to my construction industry expertise, I possess valuable experience in the communication sector, having worked with Telenor and IBEX Global Call Center. My track record reflects a strong commitment to excellence and a proven ability to adapt to different work environments.

Key Skills:

- Recruiting and onboarding new employees.
- Hands on ERP & HRIS.
- Developing and implementing HR policies and procedures.
- Managing employee relations, including performance reviews, disciplinary actions, and grievances.
- Administering payroll, benefits, and other employee programs.
- Manager EOBI & SESSI
- Ensuring compliance with labor laws and regulations.
- Represent the company at job fairs for talent acquisition and branding.
- Maintaining employee records and files.
- Manage office operations, including overseeing office supplies and equipment.
- Manage schedules, including appointments, meetings, and travel arrangements
- Coordinate with other staff members to ensure that office operations run smoothly.
- Handle correspondence, including email, letters, and phone calls.
- Maintain accurate records, including financial records, personnel records, and other important documents.
- Provide support to other staff members as needed.
- Manage budgets, including creating budgets, monitoring expenses, and ensuring that funds are allocated properly.

Experiences:

Position: **HR Officer**
Company: China Road and Bridge Corporation – Hubei Shuizong Water Resources and Hydropower Construction Co. Ltd Joint Venture (CRBC-HBSZ JV)
Project: Restoration and Up-gradation of Sukkur Barrage
Client: Irrigation Department & World Bank.
Duration: **August 2022 to till today.**

Job Responsibilities

- Handle EOBI & SESSI matters for employee benefits.
- Maintain accurate employee records and oversee payroll processing.
- Ensure labor compliance at construction site, covering wages, hours, and living standards.
- Collaborate with senior management on strategic HR initiatives.
- Manage employee data and records using HRIS.
- Administer HR tasks: contracts, letters, attendance, and leave records.
- Assist in workload assessment and performance appraisal activities.
- Identify training needs, develop materials, and organize training sessions.
- Assist in ERP Software implementation.
- Represent the company at job fairs for talent acquisition and branding.
- Carry out additional tasks assigned by Manager/Head of Department.

Position: **Customer Support Executive**
Company: IBEX Global
Campaign: Food panda International
Duration: **January 2022 to July 2022**

Job Responsibilities

- Respond to customer inquiries and complaints in a timely and professional manner.
- Provide excellent customer service by addressing customer inquiries and concerns.
- Resolve customer complaints and issues effectively and efficiently.
- Identify opportunities to improve customer service processes and procedures.
- Collaborate with other departments to resolve complex customer issues.

Position: **Admin Officer**
Company: China State Construction Engineering Co.
Project: PKM Motorway Project (Sukkur to Multan) Section-II Ghotki.
Duration: **March 2016 to January 2019**

Job Responsibilities

- Manage office operations, including overseeing office supplies and equipment.
- Manage schedules, including appointments, meetings, and travel arrangements
- Coordinate with other staff members to ensure that office operations run smoothly.
- Handle correspondence, including email, letters, and phone calls.
- Maintain accurate records, including financial records, personnel records, and other important documents.
- Provide support to other staff members as needed.
- Manage budgets, including creating budgets, monitoring expenses, and ensuring that funds are allocated properly.

Position: Customer Relation Manager
Company: Telenor
Duration: June 2014 to February 2016

Job Responsibilities

- Build and maintain strong relationships with customers to ensure their needs and expectations are met or exceeded.
- Communicate regularly with clients through various channels such as emails, phone calls, and meetings to address inquiries, provide updates, and gather feedback.
- Act as the point of contact for customer concerns or issues, and work to resolve them promptly and effectively, collaborating with internal teams when necessary.
- Collaborate with the sales team to identify opportunities for upselling or cross-selling products or services to existing clients.
- Collect, evaluate, and report on customer feedback to improve products, services, and processes.
- Maintain accurate records of client interactions, transactions, and communications within a CRM system or database.
- Work closely with cross-functional teams, including marketing, product development, and customer support, to align strategies and ensure a cohesive customer experience.

Education:

Degree Title: MBA-HR

University: Shah Abdul Latif University Khairpur Mirs
Duration: January 2019 to July 2022
CGPA: 3.30

Degree Title: Bachelor in Science “B.Sc”

University: Shah Abdul Latif University Khairpur Mirs
Duration: January 2014 to December 2016
Grade: 2nd Division

Certification:

Title: DIT (Diploma in Information Technology)

Institute: Islamic Institute of IT Ghotki
Duration: July 2013 to June 2014
Grade: B

Title: Short Hand Typing Course

Institute: Mehran Typing Centre Ghotki
Duration: February 2011 to May 2011
WPM: 60wpm
