



Muhammad Sufyan
Mehran Complex-2 Flat #405 4th
floors Dr. Dawood Pota Road, Cantt
Station Karachi
(92) 333-3999-292
Email: m.sufyan@live.com

PROFESSIONAL OBJECTIVE

To pursue a challenging career in a reputable organization that will utilize my management, supervision & administrative skills with opportunities for mutual growth and success.

CAREER SUMMARY

Experienced professional of more than 14 years with multiple roles in customer services & human resource management in several international, national, and multinational companies across Pakistan.

Specific areas of expertise include HR Operations, Recruitment (Hiring, non-management to executive level), benefits administration, organizational development, performance appraisals system, implementation of HRM system, negotiation with internal and external stakeholders, and employees' relations. Expertise in dealing with staff unions, government institutions i.e. EOBI, labor department & Excellent record keeping.

EDUCATION

- MBA- Human Resources Management – KASBIT University, Karachi (In Process)
- Bachelor of Commerce – Private Karachi University. (Completed in 2009)

PROFESSIONAL EXPERIENCE

Jagahonline.com – Assistant Manager Human Resources Operations (10th October 22 - To Date)

- Monitor, review and improve internal HR systems and processes
- Design, review and implement policies and SOPs. Act as a consultant to the staff regarding policies and procedures
- Monitor key metrics and keep the Manager up to date on the practices
- Design and conduct internal periodic surveys to measure job satisfaction and suggest improvements where required
- Manage the Electronic Employee Records
- Ensure smooth running of Operational requirements for projects and business unit resources
- Manage life insurance and raise awareness of this facility. Ensure timely processing of life insurance claims.
- Manage staff promotions activity and ensure there is no biasness.
- Manage and attend interviews all over Pakistan for project and budgeted unit

DARAZ – Online Shopping – Assistant Manager Human Resources Share Services & Digitization Analyst (21st March 22 - To 22nd September 22)

- Support Regional managers to implement HR digitization framework and roadmap across the group.
- Hands-on experience in implementation and managing any HR system.
- Compose project delivery documents such as AS-IS and TO-BE.
- Prepare change management process and liaison with HR teams to implement.
- Strong skills to handle projects efficiently. Devise a regular project reporting mechanism for the HR team and relevant business leaders.
- Prepare and share guidelines, and tutorials to create awareness and train end-users

- Clearly and concisely present key HR matrix (such as headcount, attrition, and performance data) to stakeholders in a timely and consistent manner stakeholder.
- Data analytical skills as well as the ability to create and analyze documents, spreadsheets, and reports
- Monitor overall Shared Services effectiveness through process TATs. The strong team follow-up.
- Ability to handle sensitive and confidential information appropriately
- Deal with country HR teams to manage HR systems. Liaison with HR & Business Managers of other countries to ensure accuracy and completeness of employee master data.

BASECAMP DATA SOLUTIONS – Human Resources Services Analyst (1st Feb 21 - To 31st Mar 22)

- Supervising the HR Services team's work including guiding the team on handling new: requests, processes, and issues and helping with resolution and escalations.
- Managing tickets on Freshdesk (checking open triage tickets, assigning proper agents to work on the tickets, prioritizing tickets for the team, requesting follow-ups, etc.)
- Keeping a record of all process issues/changes and glitches and working on improving & optimizing them for high efficiency and zero errors.
- Processing regular and/or escalated tickets pertaining to all HR Services processes including but not limited to: New Hires & Re-hires in ADP Run and ADP Now, COS (Location/ Position Changes) Pay Rate Changes, Credentials processing - employees' credentials creation, reset, and deactivation (OMNI/ Unity Logins, StarID, RQ4, Datascape, Email address), Terminations, Background Checks, Benefits Enrollment, Beneficiary Updates, registering employees for payment cards, On-boarding (RTR).
- Filing necessary client docs on OneDrive
- Processing various client requests including processing forms for unemployment claims, Paystubs, Address Change, Direct Deposit Info, ADP Access (MCI & Mobvitel) in ADP RUN and NOW, W2 requests, etc.
- Ensure that the team replies to all tickets/requests as per customer services & communication procedures, guidelines, and policies.
- Playing a key role in inter-departmental meetings (AppDev etc.) on collaborative HR projects (HR portals, automation, etc., providing input when and where needed.
- Attending regular meetings with the Rebiz HR Team as well as with clients/ vendors as and when needed.

IBEX Global Solutions – Human Resources Executive (18th May 20 – 31st Jan 21)

- Maintains the work structure by updating job requirements and job descriptions for all positions along with maintaining human resource staff by recruiting, selecting, orienting, and training employees' campaigns-wise.
- Managing all HR functions using Human Resource Information System (HRIS).
- Managing Leave Record, Preparing Annual Leave Report & Sub request Encashment of balance leaves.
- Issue Confirmation, Promotion, Increment, and Warning letters to employees as per the procedure.
- Maintaining Attendance Record.
- Working extensively on Employee Benefits issues such as E.O.B.I, S.E.S.S.I, and Health and Life Insurance Plans and Notifying employees of changes in benefits programs.
- Conduct exit interviews to identify reasons for employee Resignation.
- Introduced a new automation program for a paperless work environment for employee records.

Tri Angels Co. (HISENSE) – Human Resources Assistant Manager (2nd May 18 – 10th Dec 19)

- Recruitment of Nationwide personnel
- Maintenance of employee personnel files and organizational data
- Introduced HRM Policies and ensure their implementation
- Introduced several additional positions to support the hierarchy and program implementation
- Introduced attendance mechanism to ensure best practices

Burger Lab – Human Resources Manager (10th Dec 17 – 1st May 18)

- Position assessment, resource allocation for department updating job requirements and job descriptions
- Recruiting, testing, and interviewing program; candidate selection; exit interviews; recommends changes
- Ensuring appropriate employee disbursement and introduction of payments through banking channels
- Complete record management of employee database and file systems
- Assisting with day-to-day operations of the HR functions and duties including employee orientations

Jhpiego INGO Affiliated to John Hopkins University – Human Resources Assistant (11th May 15 – 18th Aug 17)

- Organize and maintain personnel files of more than 250 staff members.
- In charge of Updating CV data bank and updating electronic excel spreadsheets in the HR database
- Responsible for processing and maintaining staff insurance claims and all other insurance records
- Pre-screening & shortlisting of more than 250 individuals for Field hiring,
- Manage interview Assessment forms of the selected and rejected candidates for the record purpose.
- Plan, coordinate & arrange interviews and send interview schedule to the concerned department,
- Compiling and maintenance of exit interviews and ensuring the release of payments, clearance, etc.
- Assist in employee orientations and introduction of employees to all staff.
- Monitoring of daily attendance, leaves, and annual leaves and addressing issues related to attendance
- Maintaining employee database updating employment status.

Ufone GSM Pakistan - Customer Care Executive – Service Centre (14th June 14 – 10th May 15)

- Monitor the quality of customer services of all staff and share feedback with management
- In charge of handling Priority customers and their upkeep
- Providing customers with the best possible solutions and assisting them in tackling their complaints.
- Generating revenue by selling and cross-selling products and reconciling advances daily.
- Acting liaison with support office for office management and Initiated excellent record keeping.
- Dealing, resolving & supporting more than a hundred clients daily.
- Acting as a service center in charge in absence of the manager

Ufone GSM Pakistan - Customer Care Representative (1st Jan 09 – 13th June 14)

- Attending Inbound calls, and resolving complaints as per guidelines and SOPs.
- Assisting floor in-charge overseeing entire call center operations during a shift.
- Conducting and attending several information training sessions monthly.
- Reviewing CCE aptitude tests, and pre-screening of candidates for interviews.
- Conduct weekly analysis for customer feedback through reports.
- Handling customer queries/complaints and providing customers with the best possible solutions.
- Setting up team targets and ensuring quality control of calls/traffic
- Acting as floor supervisor in absence of the supervisor. In charge of store supplies & office inventory
- Part of the event management committee for monthly events/arrangements.

Ensign Communiqué - Business Development Executive (Jan 06 – March 08)**Other Training & Certifications**

British Council as a senior invigilator for 5 years

Certified Human Resource Management Professional / Highly keen – The HR Institute 6 month course

KNOWLEDGE SKILLS

• In-depth knowledge of Microsoft Office Suite	• Excellent Communication and negotiation skills.
• Possess excellent monitoring and supervisory skills	• Effective in team management
• Ability to deal under pressure	• Quick Learner

PERSONAL DETAILS

Fathers Name: Muhammad Yaqoob (Late)

Date of Birth: August 26, 1986

Relationship status: Single

REFERENCES

Will be furnished upon request.