**Sadaf Hussaini**

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**Summary**

Dedicated personnel and effective leader who excels at using proven methods and cutting-edge technology to successfully cut costs, streamline operations and increase productivity. Assertive and enthusiastic, with extensive knowledge of process optimization and an unsurpassed work ethic.

**Highlights**

Strategic Planning Process Improvements

Local market and strategic sourcing Cost reduction and containment

Negotiations expert Systems implementation

Procedure development Team building

Financial oversight Analytical approach

In-Depth Investigations Market Surveys / Raid Actions

Accreditation / Licensing Trainings / Seminars

**Experience**

ZUE Pvt Ltd: 27th June till date

**Manager HR & Regulatory Affairs**

* Reviews and screens initial and reappointment credentialing applications for completeness, accuracy, and compliance with federal, state, local regulations, guidelines, policies, and standards.
* Conducts primary source verification, collects and validates documents to ensure accuracy of all credentialing elements; assesses completeness of information and qualifications relative to credentialing standards and UNM Health System criteria.
* Monitors files to ensure completeness and accuracy; reviews all file documentation for compliance with quality standards, accreditation requirements, and all other relevant policies; prepares and provides information to internal and external customers as appropriate.
* Enters, updates and maintains data from provider applications into credentialing database, focusing on accuracy and interpreting or adapting data to conform to defined data field uses, and in accordance with internal policies and procedures.
* Prepares, issues, electronically tracks and follows-up on appropriate verifications for efficient, high-volume processing of individual applications in accordance with applicable credentialing standards, established procedural guidelines, and strict timelines.
* Participates in the development and implementation of process improvements for the system-wide credentialing process; prepares reports and scoring required by regulatory and accrediting agencies, policies and standards.
* Communicates clearly with providers, their liaisons, entity Medical Staff Affairs. medical staff leadership and Administration, as needed to provide timely responses upon request on day-to-day credentialing and privileging issues as they arise.
* Maintains professional growth and development through seminars, workshops, and professional affiliations to keep abreast of latest developments to enhance understanding of various regulations and legislation of the health care industry.
* Time to time trainings of team, new hires and administration personnels
* Maintaining compliances for over all departments of organization

Brand Protection System Pvt Ltd: Dec 2019 till Aug 2020

**Manager IP & HR**

* examining existing patents and protections
* investigating infringements on patents, and ensuring the protection of Trademarks
* Coordination with Pakistan Customs for International/local import export of counterfeit trademark
* Conducting training sessions on Counterfeit/genuine trademark
* Dealing with counterfeit products with local Police Authorities and Government officials for Trademark’s protection
* Preparing Comprehensive raid action report, In-Depth Investigations, Routinely Market Surveys
* Preparing Legal Notices for Trademark Protection on account of coordination with IPR Tribunal Court Pakistan \
* Observing Live Market Raids via Internal Software’s

HTech Solutions Pvt Ltd: August 2015 to July 2019

**Manager Operations & HR**

* Heading 2 Major Projects of Govt. i.e., **Rescue 1299** & **KMC 1339** Call Centers.
* Monitor employee productivity and managed optimized procedures to reduce costs.
* Consistently meet or exceed gross performance goals.
* Maintained productivity whilst simultaneously reducing head count.
* Contribute towards the achievement of company’s strategic and operational objectives while monitoring Quality Controls & Production KPI’s.
* Payroll management, Vendor Management, Recruitment, Trainings, Administer and Appraise Human Resource.
* Training Sessions on inbound software of Internal Staff, Focal persons & Govt. Officials of Senior Management level.
* Individual development plan (IDP) assistance.

**Executive Coordinator to MD**

* Organizes MD travel arrangements and prepare expense reports
* Responsible for day-to-day management of the MD’s calendar and activities to ensure high value time utilization of the MD in relationship to external and internal requirements. Brief/update the MD on upcoming meetings and ongoing obligations
* Provides regular operating status reports to MD as needed, assisting the MD during operational
* Supports the MD in dealing with confidential or sensitive personnel or other organizational matters.

**Achievements**

* Promotion from Executive Coordinator to Manager Ops & HR
* Appreciation award & certifications on Leadership for 3 consecutive years

Prime HR Pvt Ltd October 2012 to June 2013

**Hr & Recruitment Officer**

* Screens applicants for basic compliance with position qualifications, summarizes CVs for easier evaluation by the departmental heads.
* Meets walk-in applicants, collects and assesses CVs.
* Interview candidates and provide feedback to both HR Manager and Line Manager.
* Forwards collected CVs to the concerned departmental heads for evaluation and interviews
* Draft employment offer letter and contracts for selected candidates
* Designs recruitment advertisements
* Ensure all recruitment policies, procedures and techniques are properly followed
* maintains files and records on an ongoing basis
* Maintain all the data and onto collecting new data as well
* Meetings with different client for the positions and candidates
* Scheduling and conducting interviews for the relevant positions
* Collecting and verifying of all the relevant documents of short-listed candidates
* To make sure that all the shortlisted candidates are properly on board

ACCA Pakistan June 2010 to September 2012

**Customer Services Executive**

* Giving appropriate and [relevant information](http://www.blurtit.com/q6733788.html) to the walk-in, telephonic, and e-mailing customers
* helping customers to resolve their queries
* To answer to the queries of the customers in an ethical and informative way
* To maintain a position of trust and responsibility by keeping all customer information’s confidential
* To update any requests made by the customers into the system to complete the task
* Answer confidently or find appropriate solutions to customers' problems
* Answering, Screening and forwarding phone calls
* Assisting managers in arranging meetings
* Keeping detailed record of office files and documents.
* Provide administrative support to designated staff members.
* Prepare general correspondence, memos, etc.
* Maintaining Inward and Outward Mails
* Maintaining admin’s daily records
* Assisting in maintenance of office and office equipment
* Assisting Chief Officer’s whenever required  
  Other duties as assigned

**Academic Qualification**

B-Com

Intermediate

Matriculation from St. Peter’s High School

**Extra Skills**

* M-S Office
* M-S Word
* M-S Power Point
* M-S Excel
* Internet E-mails & other applications
* Computer Networking

**Hobbies**

Net Surfing, learning different languages and Reading Books

**Personal Details**

Father’s Name Syed Azhar Ul Haq Hussaini

Date of Birth 14th June 1989

Marital Status Single

Nationality Pakistani

Religion Islam

**References**

References will be furnished upon request