



CV#40000126

Objective:

Seeking a full time position in well-established / esteemed organization that offers professional growth and ample opportunity to learn and enrich my competencies in my profession.

Skills:

Talent Management & Recruitment, Job Evaluation, Performance Management, Employee Engagement & Involvement, Employee Relations, Rewards & Benefits, Trainings, Social Media , Online Marketing ,HRMP(human resource management professional)

Professional Experience:

**STEPPING STONES
(UAE/Dubai)**

Director of Business Development Jun 2013 – Till Date

- Liaising with the different ministries for licensing in main land
- Liaising with different investors in the MENA Region
- Working on different business proposals in the MENA Region.
- Marketing/ Advertisement, PR related event
- Currently working on Inclusion and Vocational Program
- Recruitment of Behavior Therapists, **Speech Therapists**, Behavior consultants, Occupational Therapists and all Administrative staff.
- Service Quality, End of services surveys, Exit surveys, grievances and all employee related issues
- Implementation of policies and procedures and changes in policies and procedures.

**STEPPING STONES
(UAE/ Dubai)**

HR and Clinical Personal

Aug 2012 – June 2013

- Working in a capacity of HR Personal responsible for handling all HR areas of need in relation to staff areas of concern and to support and enforce all company policies and procedures. From performance management, Compensations & Benefits structure and talent management in relation with company policies & procedures in lieu of the labour laws all aspects are worked on.
- Handle all DHCC/government/Tecom related matters with new employees (e.g. visas, licensing renewals for company legal Documents, applying for licenses for individuals, lease renewals, etc.)
- Responsible for all recruitment policies implementation, endorsement or amendments in company policies.
- Pre-screen interviews for all new applicants and schedule interviews accordingly; and
- Conducting staff meeting to insure company ethics and policies are in order in required.
- Handling t the training department in inducting staff trainings in all segments.
- Work with management in modifying company policies as needed (e.g. parent and employee handbook changes, etc.).
- Working in the clinical and Business development capacity, being the first point of contact for the parents and counselling them. Marketing and PR related work including events are handled and worked on by me.
- Responsible for internal and external communication of companies' endorsements and publications.

**BRITISH INSTITUTE FOR LEARNING & DEVELOPMENT Center/Services Manager
(UAE/ Sharjah)**

Mar 2011 – Aug 2012

- Prepare and maintain branch's salary structure, job documentation & job evaluation systems.
- Managing for all human resource activities to increase employment, compensation, employee relations, benefits, and training and development.
- Create marketing plans that drives the branch and addresses clients' needs based on up-to-date insights.
- Forecast volumes and demand and make an adequate gap plans to meet demand and supply opportunities in all UAE market.
- Build diverse collaborative working relationships with several internal and external clients including all media agencies, as well as head office internal clients.
- Contribute in building the organization by volunteering for projects such as growing the branch, additional hiring for the branch, training the new employee taken on the team.
- Adheres to stated policies and procedures relating to health and safety and quality management.
- Responsible to hire administrative staff and therapists & to maintain resume data bank.

- Conducts Employee Satisfaction Surveys to assure services quality application evaluation and improvement.

CHILD EARLY INTERVENTION MEDICAL CENTER (DUBAI HEALTH CARE CITY) **Parent Liaison** **Oct 2010 - Mar 2011**

- Researches and investigates information to enable strategic decision-making by others and assures its implementation.
- Communicates and liaises verbally and in writing between clients, consultants, visitors, service providers, enquirers, and relevant staff, as needed to ensure customer care.
- Conducts potential new client interviews providing all relevant information about Employer, explains all relevant paperwork, and the process to initiate assessments, consultations, and therapy programs.
- Arranges and participates in meetings, conferences, trainings and project team activities. Assists the Executive Director in supervising and managing the different office operations, departments, and ensures that these departments are operating according to standards, policies and procedures.
- Assists the Executive Director and Human Resource Manager in reviewing human resource requirements to ensure that the required numbers of employees with required skills are available when needed.
- Assists the Executive Director in assessing and pursues personal and employee development of skills and knowledge necessary for the effective performance of the job.
- Assures services quality application, evaluation and improvement.
- Establishes and maintains effective working relationships with and between co-workers, supervisors, and the general public.

HSBC MIDDLE EAST LTD (Pakistan / Karachi) **Premier Relationship Manager** **Aug 2008 - Aug 2009**

- To input and handle the branch's financial data and reports for the Bank's automated financial systems, assisting operations Manager in operations related matters. Ensuring the highest standards of customer service is maintained at all times.
- Ensuring the Standard Operating Procedures is complied with regards to account opening process and adhered with the Compliance and Regulatory Policies
- World checks, checking of documents, central bank checks, account amendments, check book handling, answering and coordinating all customer queries with different departments within the bank and outside the bank.

HOBBS LEGAL DOCS (UK / London) **Litigation Support Specialist** **Jan 2007 - Jan 2008**

Worked in Hobbs Legal in the capacity of Litigation Support Specialist and have handled various assignments simultaneously out of which few are appended below:

- Managing documenting and researching, converting them using their in-house built software on to soft copies.
- Data entry, documentation, researcher, unitization, scanning, Quality checking, Client handling, reprographics and digital solutions.
- -Appointed to manage a special project in Germany and successfully completed within the deadlines.

FRIENDZ EXPORT (Pakistan / Karachi) **Asst. HR Manager** **Aug 2003 - Oct 2006**

- Liaising with recruitment companies for their services.
- Managing the pay roll activities and taxation.
- Arranging interviews with the prospective candidate and conduct first level interviews.
- Short listing potential candidates based on the requirements and assessment.
- Manage all staff queries and complaints and manage in a proficient manner.
- Customer Relationship Management through monthly reviews, follow ups and incident reports.
- Conducts Employee Satisfaction Surveys. Assures services quality application, evaluation and improvement.

UNI LEVERS (Pakistan / Karachi)

Internship

Jun 2004 - Aug 2004

BANK OF AMERICA (Pakistan / Karachi)

Internship

Jun 1997 - Aug 1997

Qualification:

Bachelor in Computer Science - 2001-2005

Szabist - Pakistan

Advance levels & Ordinary levels - 1996-2000

The City School - Pakistan

Personal Information:

Date of Birth: 14th March 1982

Driving License: UAE/UK/PAK

Visa Status: UAE Resident-husbands Sponsorship

REFERENCES WILL BE FURNISHED ON DEMAND