

PROFILE STATEMENT

Certified and detail oriented HR specialist with proven experience of 3+ years in managing employee hiring, on-boarding and off-boarding, employee benefits, performance management, and HR records. Reliable and organized team member with the ability to communicate effectively and handle office changes.

Skilled at building and maintaining employee relationship, representing shared company values, and managing employees across all levels of an organization.

CONTACT

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Karachi



EDUCATION

K.U.B.S

Masters in Business Administration
2021

SIR SYED COLLEGE

Bachelor of Arts
2015

WOMEN COLLEGE NAZIMABAD

HSC (Pre-Engineering)
2012

BATOOL ZEHRA

MBA- HRM | CHRP



EXPERIENCE

Manager | HR and Operations | MESCUBE

(July 2024 – To Present)

ASSISTANT MANAGER- HR | THE IBOS

(February 2022 – To July 2024)

HR SPECIALIST -TALENT ACQUISITION | THE IBOS

(January 2022 – To February 2023)

- Assist in developing and implementing recruitment strategies to attract and retain talent.
- Conduct interviews, screen candidates, and coordinate hiring processes.
- Lead and supervise the internship programs step by step after every two months. Facilitate the onboarding process for new employees, ensuring a smooth transition.
- Organize and conduct orientation sessions and training programs.
- Act as a point of contact for employees regarding HR-related queries and concerns.
- Mediate and resolve employee conflicts and issues in a fair and timely manner.
- Promote a positive work environment and address employee grievances.
- Support the performance appraisal process, including goal setting and performance reviews. Perform employee off-boarding activities and processing their full and final settlement.
- Monitor the performance of employees on a regular basis through daily team meetings.
- Implement and manage weekly feedback mechanisms to monitor and improve employee performance.
- Handle day-to-day communication with international clients, ensuring timely and effective responses.
- Coordinate and facilitate meetings with international clients to address their HR-related needs and concerns.
- Maintain strong relationships with international clients to ensure satisfaction and ongoing collaboration.
- Implement weekly feedback mechanisms from client to ensure continuous performance improvement.
- Provide constructive feedback to employees and support their development.
- Coordinate and engage with leadership in planning and organizing calendars, events, and activities.
- Maintain employee personal files and their employment records and update accordingly.

HR OFFICER | ZANAIB PANJWANI MEMORIAL HOSPITAL

(September 2021 - January 2022)

- Assisted in forecasting the future need of employees to achieve long-term goals of organization and submitted to the senior management.
- Arranged a meeting with HODs to understand the JDs and requirements for personnel received as per personnel requisition form from their departments.
- Performed tasks such as job advertisement, sourcing, screening, and arranging first interview with the HODs and final interview with HR for salary negotiation and other related matters.
- Carried out overall On-boarding process of the employee, created their personal files, guided about the policies, arranged their meeting with HODs for setting objectives and enrolled the employee in TIS software for their attendance record.
- Led and oversaw the management trainee program (MCPS).
- Maintained and updated leave sheet for smooth processing of leave encashment and prepared it as per employee claims.
- Educated employees on the company policy and kept the employee handbook updated.
- Answered calls daily to assist callers and redirected calls to concerned personnel.
- Conducted exit interviews and their smooth off-boarding and processed their full

HR INTERN | HRSG OUTSOURCING PVT LTD
(May 2021 – July 2021)

- Processed Health insurance claims which includes sending claim forms to insurance companies, following up in case of further requirements or rejection of a claim and handing over the claim cheques to concerned client handlers.
- Screened potential employees' resumes and application forms to identify suitable candidates to fill company job vacancies.
- Prepared EOBI and ESSI voucher payments.
- Efficiently handled client requests through responsiveness, follow-up, and escalation.
- Worked proactively with other team members.

BUSINESS DEVELOPMENT EXECUTIVE | MS GLOBAL INC
(September 2018 – December 2020)

- Reached out to the target audience on various freelancing platforms like guru, people per hour, Fiverr, etc.
- Drafted and sent the comprehensive proposal in accordance with the needs and demands of the potential customer.
- Bid the customer as per their need and provide them with guidance on the best possible solution.
- Contacted potential clients via email and phone to establish rapport and set up meetings.
- Developed new proposals, contracts, and procedures to draw in more clients and streamlined work operations.
- Translated customer needs into solution, using powerful value propositions and negotiation skills.
- Communicated directly with customers and partners to build strong business network and relationship.
- Collaborated with sales and marketing departments to support project rollout.
- Identified business development challenges and customer concerns for proactive resolution.

SKILLS

