

# MUHAMMAD OMER KHAN

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## Human Resource Professional

*A results-driven management professional with a diverse HR background spanning over a decade brings extensive experience across various sectors, including the Service Industry, Large-Scale Manufacturing (LCM), Small-Scale Manufacturing (SCM), and IT/Management consulting. Significant contributions have been made to organizations such as Ndure Shoes, Crescent Bahuman Limited (CBL), Cakes & Bakes, Stylo Shoes, and JYA Consulting.*

## OVERVIEW

- Results-driven management professional with 10+ years of HR expertise, excelling in understanding the operational and frontline nature of the job and prioritizing tasks for on-time deliverables to achieve departmental goals.
- Proven success in developing and implementing performance management systems and organizational development strategies. Track record of enhancing workforce efficiency, fostering a culture of continuous improvement, and driving organizational growth.
- Proficient in Excel, labor laws, and handling contributions and assessments related to labor departments. Extensive experience in recruitment, labor compliance, and industrial relations.
- Accomplishments include optimizing payroll processing, implementing HR policies, and streamlining labor inspection expenses. Expertise in recruitment and talent management, awareness sessions, and efficient record-keeping.
- Demonstrated leadership in HR standardization, large-scale elections, and compliance initiatives. Proactive in identifying cost-saving opportunities, such as penalty reduction through disability identification.
- Strong communicator and problem-solver, making informed decisions to achieve organizational objectives. Adept at handling HR reports, audits, and SOP development.

## CORE COMPETENCIES

**Expert in:** HR Leadership & Management • Knowledge of Labor Laws • Compliance Management • Organizational Development • Talent Acquisition • Payroll Management System • Employee Benefits Management • Recruitment & Selection • HRIS • Payroll Processing • HR Records Management • Policy Development • Training and Development • Labor Relations • Data Analysis • Appraisal Procedures • Industrial Relations • Employee Orientations • Auditing and Compliance • ERP System Utilization • Excel Proficiency (Formulas & Pivot Tables) • Collective Bargaining Agreement (CBA) Expertise • Organizational Culture Enhancement • Cost Reduction Strategies • Conflict Resolution

*~ Contributed to substantial savings, successful labor negotiations, and workforce expansion. A dedicated HR professional committed to achieving results and fostering a positive workplace culture. A track record has been established in managing HR operations, ensuring compliance with labor laws, optimizing workforce management, and efficiently delivering projects in the IT and management domains. Foundation in numerical proficiency gained during articles at PWC-Pakistan has complemented HR soft skills. ~*

## CAREER CONTOUR

**STYLO SHOES PVT. LTD.**

**Dec 2021 – Present**

*(Leading Women's and Kids Footwear Brand of Pakistan)*

### Assistant Manager- HR Operations

Provided Hard Skills Training to Head Office and Retail Employees. Attended Job Fairs to attract top talent for different positions. Coordinated HR Employee Engagement Activities & Team Building Activities in the Head Office. Ensured compliance with labor laws and regulations in all employee relations activities, guided managers and employees on labor law interpretations, and resolved disciplinary issues and employee complaints.

### Key Accomplishments:

- Successfully initiated and coordinated the Mercer Total Rewards Survey (TRS) in Stylo Group.
- Prepared the employee data with the I.E department for full implementation of Minimum Wage in the Factory.
- Provided input in designing a new Incentive Plan for Retail Staff.
- Led impactful training on Communication Skills, Labour Laws, Negotiations, Conflict Management, EOBI & Social Security Benefits, etc., and recorded Training modules for the Online Portal Learning Hub

- Successfully coordinated the disbursement of Rs. 18.5 lacs for 12 PWWB Welfare Cases, including 11 cases that had been pending since 2019, ensuring timely and equitable resolution.
- Managed the registration, payment, and audit inspections of labor, EOBI, and Social Security for over 253 retail shops, ensuring timeliness and compliance.
- Actively resolved and processed EOBI pension payments, including arrears totaling Rs. 18.5 lacs, for 8 cases, notably addressing 6 cases that had been pending since 2019.
- Implemented a system that directly links a shop's labor expenses with its sales value, improving cost tracking and financial transparency.
- Halted non-productive Speedy Money transactions and limited them to quid-pro-quo arrangements, enhancing financial prudence and accountability.
- Expertly issued Social Security cards to factory workers, expanding coverage to 75% of the paid workforce ensuring enhanced social protection.
- Achieved annual savings of Rs. 170K by optimizing factory and head office labor inspection expenses.
- Played a pivotal role within the Polio Emergency Operations Centers Communication Task Team, facilitating regular meetings and strengthening coordination for essential polio program initiatives.

**JYA CONSULTING (SMC-PVT.) LTD.** (Technology-driven Communication)

**Apr 2020 to Dec 2021**

*(Consultancy company delivering Human Resources and business-related ICT Solutions)*

### **HR Operations Project Coordinator**

Collaborated with the Project Manager to define project requirements, scope, objectives, and process flows while redirecting project-related communication to the appropriate team members. Supervised projects to ensure client deliverables met agreed-upon deadlines and maintained workflow alignment using Trello software. Provided labor law guidance and ensured ERP workflows and documents complied with labor laws. Coordinated project schedules, resources, and information among teams, proactively addressed potential project issues and created reports responding to HR-related inquiries and requests.

#### **Key Accomplishments:**

- Crafted Key Performance Areas (KPAs) and Key Performance Indicators (KPIs), enhancing organizational performance measurement and goal alignment for improved efficiency and accountability.
- Designed and implemented Key Performance Indicators (KPIs) for a diverse team, including Software Engineers, IT professionals, Sales Development Managers, etc., enhancing performance assessment and team effectiveness.
- Established Star Fabric's HR operations by successfully delivering crucial HR project components, including the Organogram, Company Value statements, HR policies, HR Manual, KRA's, KPIs, and Job Descriptions (JD), enhancing organizational structure and efficiency.
- Created comprehensive documents and annexures compliant with Punjab Labor laws for seamless integration into the HR ERP system, ensuring legal adherence and streamlined HR processes.

**SERVICE SALES CORPORATION – CORPORATE OFFICE**

**Sep 2019 to Mar 2020**

*(Ndure Shoes – Leading shoe retail chain of Pakistan)*

### **Payroll Executive • Focus: HO Payroll & Core HR Operations**

Handled various HR functions at the Corporate Head Office, including payroll processing, personal file management, leave and attendance management, onboarding for HO and regional management staff, health insurance and group life insurance management, final settlement and retirement processes, documentation of employee life-cycle letters, PF loan and advance salary requests.

#### **Key Accomplishments:**

- Achieved consistent success by flawlessly processing payroll for 500 Head Office staff over 04 consecutive months, ensuring accurate and timely employee compensation.
- Effectively managed monthly Social Security (SS) and Employees' Old-Age Benefits Institution (EOBI) payments for Head Office staff, resolving any issues related to SS and EOBI to ensure compliance and employee benefits.

**AYESHA FOODS PVT. LTD.**

**Apr 2017 to Jul 2019**

*(Bread-making unit of Cakes and Bakes – Second-largest retail bakery chain of Lahore)*

### **Assistant Manager HR/IR • Focus: HR & IR (ER) Operations**

Managed end-to-end recruitment and selection within budget and deadlines, oversaw attendance and performance for the Packing section, handled SS/EOBI contributions and payments for factory workers, and ensured efficient HR operations, including maintenance and leave records and policy implementation.

**Key Accomplishment:**

- Created an Excel formula that expedited attendance compilation, resulting in a 17-hour time-saving and a cost reduction of PKR 3,500 in HR payroll expenses.
- Implemented 06 new recruitment resources to build a robust hiring pipeline and designed skill-based (SB) and competency-based (CB) tests for workers and staff, enhancing the talent acquisition process.
- Recruited 500 workers and 15 management staff with an impressive average hiring time of just 3.47 days for workers and 35 days for non-labor positions. Achieved a remarkable annual employee turnover rate of only 12%, ensuring uninterrupted production.
- Led the unit's industrial relations operations, managed employee disciplinary and grievance cases, and provided recommendations aligned with company policies and labor laws for successful conflict resolution.
- Advised and formulated management responses to labor department notices as a valuable member of the IR team.
- Successfully concluded salary revisions for production workers, loaders, and drivers.

**CRESCENT BAHUMAN LTD.****Mar 2014 – Mar 2017***(Largest vertical integrated denim manufacturing unit in Pakistan)***Assistant Manager HR/IR • Focus: HR& IR(ER) Operations**

Implemented innovative HR policies to foster commitment, maintained updated manning budgets, and managed recruitment within budget constraints. Oversaw salary matters and performance for the Stitching section while providing coaching on company policies and labor laws. Conducted orientation and training programs, analyzed feedback data, and addressed employee misconduct and grievances. Ensured compliance with labor legislation and represented management in trade unions and CBA dealings. Conducted background checks and verified references, work experience, and academic qualifications of new hires, streamlining HR operations.

**Key Accomplishment:**

- Efficiently recruited and selected workers and managers within budget, leveraging optimal channels and maintaining precise records of new hires in an ERP system, enhancing workforce management.
- Annually revised job descriptions and conducted file room audits, ensuring accurate and up-to-date documentation, which improved organizational efficiency and compliance.
- Generated HR reports in Excel, provided IT input for ERP report enhancements, and efficiently prepared 1,500 SS cards within two months, contributing to streamlined record-keeping processes.
- Recruited 400 workers for the stitching section in 03 months, hired two batches of management trainee officers, and selected a Factory School Principal, strengthening the organization's workforce and leadership team.
- Conducted impactful awareness sessions for over 3,000 workers, fostering a culture of informed and engaged employees within the organization.
- Effectively organized 3,618 EOBI cards, ensuring their accurate placement within personal files and streamlining record-keeping processes.
- Developed and implemented 03 essential HR Standard Operating Procedures (SOPs), enhancing operational efficiency and consistency within the organization.
- Organized the largest Collective Bargaining Agreement (CBA) Election in the district, ensuring a fair and transparent process for labor relations within the company.
- Identified 140 disabled individuals in the factory, resulting in substantial savings of Rs. 1820,000 in penalty fees while promoting inclusivity and compliance with regulations.

**PRIOR EXPERIENCE:**

*HR Officer (Aug 2013 to Feb 2014); Service Sales Corporation – Corporate Office (Service (Ndure)*

**EDUCATION**

**MHRM**, Institute of Administrative Sciences, University of the Punjab, Lahore, 2011 - 2013

**CA Foundation**, [Assessment of Fundamental Competencies (AFC)], Institute of Chartered Accountants of Pakistan, 2011

**Bachelor of Arts**, Government College Lahore, 2001