

MUHAMMAD BILAL KAZMI

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PERSONAL PROFILE

I have spent my last 4.5 years in generalist role in HR Department of techno Craft, Ask Development, Sybrid and now as HR administrator in Ovex technologies to manage day to day HR operations for US staff. Throughout my tenure I have learnt to work independently to manage the whole department as well as working in team.

Continuously striving for professional and personal Development by utilizing the minimal time span and achieve the apex of Core HR Domain. By working for a Dynamic organization, following the principle of aligning the personal plan with the organization goal to get a Win-Win outcome. I have been involved in developing and executing HR policies and Procedures, Payroll & Benefit Management, Bulk Recruitment & Selection, using numerous data bases software as HRMS, HCM, TMS, and ADP HR & Benefits which gives me edge to understand overall HR operations.

PROFESSIONAL QUALIFICATIONS

MBA (Human Resource Management)

Bahria University Islamabad
2010-2013

B.Com (IT)

Jinnah Informatics
2006-2008

CAREER HISTORY

HR & Payroll Administrator

Ovex Technologies (US Projects) – Islamabad Office

Mar 15 – Present

- **Offshore HR Business Support:** Provide Complete HR administrative support, Managing Employee's Health Benefits, Life Insurance, Long-term & Short-term Disability Insurance and updating their records on the Provider's online portals on the regular basis. Preparing Offer Letters, Releasing the New Hire Authorization to respective departments and arranging the New Hires Orientations on the Regular Basis for all the offshore employees in US.
- **Recruitment and Selection:** Coordinating with the Managers on any hiring requisitions, managing the Job Postings, Initial Screening, arranging Interviews with the Managers and securing requisition approved by the Top executives within ADP HR & Benefits Solution.
- **Payroll Administrator:** Preparing and administer semi-monthly payroll for over 275 exempt and non-exempt employees in 3 company codes using Automatic Data Processing (ADP) Pay-Ex; Update the system for new and terminated employees, enter and monitor benefits, 401k, HSA Contribution, FSA and wage deductions and confirm Paid-Time Off is calculated accurately. Auditing the Health Bills, Insurance Bills and creating custom reports comparing them with our HR System (ADP HR & Benefits Solution) on the regular basis to rectify any discrepancies and claim refunds for the false deductions.
- **Data Base Management:** Managing Employee's record on the HR System (ADP HR & Benefits Solution), Coordinating with other Department for changes that needs to be updated.
- **Employees Verification:** Managing the Verifications of Employment received through fax, emails or phone calls, any State's Notices and any Disability or Un-employment Insurance claims filed by our ex-employees.
- **Reports Management:** Maintain quantitative data, reporting for Payroll data, YTD of current and ex-employees, Bifurcation of reports in terms different criteria's as per the requirement.

Senior HR Generalist

Sybrid – Islamabad Office (A Lakson Group of company)

May 12 – Mar 15

- **Recruitment and Selection:** Identifying effective recruitment channels to post openings on web portals, social media and reach out to active and passive candidates for all levels. Participation in university job fairs to find the talented fresh resources. Conduct interviews and co-ordinate interview appointments for interviewers on timely basis. Bulk of recruitment for Call centre agent; ensure smooth employee on-boarding and coordination with all stake holders.

- **Compensation and Benefits:** Prepare monthly payroll (**KPI reports**) master sheets compilation and coordination with departments in regards of salary processing. Implementation of employee's benefits, incentive, bonus; assist in evaluation of compensation policies/programs and pay structures (new hires, deductions, adjustments, terminations) lead employees benefit programs (**health insurance**) their claims reimbursement.
- **Reports Management:** Maintain quantitative data, reporting for attrition data, and Turnover trend for retention policies. Ensure & update of employee database management (HRMS). Bifurcation of reports in terms different criteria's as per the requirement.
- **Strategic Management:** to work as a strategic partner along with the top management in formulating strategies regarding employee satisfaction & retention, establish relationships with key individuals and Clients; provide assistance in developing and implementation of HR strategies; helping provide information for the development and monitoring of HR budget.
- **Employee Cycle:** Manage employee cycle of 600 employees approximately. Orientation to new joiners, bank dealing for employee's accounts opening. Investigation of COC cases, take necessary actions accordingly to policy, issuance of letters. Keeping track of (Probation / Contract Renewal & Contract Expiries), processing employee announcements for joining, promotion, separations or change requests. Conducting exit Interviews and final settlement of employees at the time of separation.
- **Employee Relations:** Maintain positive work environment by resolving all day-to-day HR issues. Implement organization change activities; supervise employee relation programs; assist in the development and monitoring of workplace policies; assist employee grievance resolution and performance improvement policies. Managing the official Facebook page of the organization; representing the health, safety and security group in the organization.
- **Workforce Planning and Employment:** Assist in Identifying workforce requirements; conduct job analysis; Job Description; establish hiring criteria based, assess skills set of internal workforce and external labor market, identify internal and external recruitment sources, implement selection process, administer post hiring activates, implement retention strategies and exit process.
- **Human Resource Development:** Assist in the development of employee training programs, evaluate training effectiveness; Implement training programs for performance evaluators, implement, and evaluate performance management programs, performance appraisal including designing the performance appraisal form and procedures.

HR Executive

Ask Development

Oct 11 – May 12

- **Employee Cycle:** Manage employee cycle of both permanent and contractual employees, ensure & update of employee database management in excel. Orientation to new joiners, bank dealing for Employee's accounts opening. Managing, preparing, and printing of employee's RFID cards, Investigating of COC cases and to manage all termination/tagging cases null & void accordingly, issuance of letters.
- **Compensation and Rewards:** Processing payroll efficiently and accurately in order to disburse salary on time and maintaining optimum HR service delivery, prepare monthly payroll efficiently and accurately (KPI reports, Master sheets Compilation). Managing Medical/Insurance claims of employees.
- **HR Business Support:** Promotional SMS for the development of the Business and in terms of vacancy announcement, to the employees for Organizational updates, upcoming events and official notifications.
- **Training and Development:** Assist in conduction the training session, organizing the training, making and updating the PPT modules. Conducting TNA and driving feedback out of it. Proposal writing, formatting and printing of contents report.

HR / Admin Executive

Techno Craft (Fiberglass Company)

Nov 09 - Aug 11

Work duties:

- Procurement (Raw material) and dealing with the vendors.
- Quality production and the production of products with minimal wastage.
- Promotional SMS for the development of the Business and on the data collected from the local market.
- Human resource management.
- Stock maintaining.
- Book keeping and Accounts handling.
- Coordinating project-related activities.
- Technical support to the customers regarding the Project, complete Follow up.
- Excessive Customer handling, developing long team relation.
- Project management and administrative working for the factory.
- Delivering and Installation supervision of fiberglass and steel products.
- Labour handling and their day to day issues.
- Ad voicing, invoicing and book keeping of the company transections.

Customer Services Consultant

ICI Paints

Oct 08 - Nov 09

Work duties:

- Customer retention with helping approach.
- Complains handling and problem solving for the suffering customers.
- Excessive Customer handling, developing long team relation.
- Handling customer queries (enhancing awareness).
- Professionally and effectively employs sales skills to achieve targeted sales from Company Outlet.
- Coordinating project-related activities.
- Identify and develop sources of potential clients.
- Effectively communicate with clients to gain commitment to purchase and products.
- Technical support to the customers regarding the Project, complete Follow up.
- Colour Advises and problem solving (Colour schemes, outlook previews).
- Keep abreast of competitor activity and recommend any necessary tactical action
- Contactors providing.
- Take accurate enquiry details from client.
- Record, monitor and assess results of referred enquiries between companies.
- Effectively communicate with clients via telephone, face-to-face and written communication.

Skills and Activities

- ADP Pay Ex - HR & Benefits Solution
- HCM/HRMS (**HR and Payroll**)
- TMS (**Attendance and Reporting**)
- Proficient in MS Office (**MS Excel, MS Office, Power point, MS Publisher and Visio**)
- Excel Reporting and Analytical Skill (V-lookup, H-lookup, Concatenate, Count-ifs, Sum-ifs, Average)
- Strong communication skills
- Presentation skills
- Excellent team building, Open toward change, Enthusiastic and interpersonal skills
- Highly capable of multiple tasking under pressure and meeting targets