



Zenat Sultana SPHRi

**Manager HR Partnering / Senior HR Consultant / Senior Manager
Head of HR / Assistant Manager, HR & Admin**

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EXECUTIVE SUMMARY

- An organized, energetic, and highly skillful Human Resource professional with 10+ years of experience in variety of industries and several global certifications boosting organizational productivity by serving as an indispensable partner to businesses & executive leaders.
- Certified Senior Professional of Human Resources - International (SPHRi) by HRCI USA 15 Jan 2022.
- Certified HR Analytics Professional (CHRAP) by IPAC Singapore from 11 Nov to 20 Dec 2020.
- Certified Total Reward Professional (CTRP) by ASEAN Total Reward Institute (ATRI) Singapore from 25-27 Oct 2019.
- Certified Learning & Development Professional (CLDP) by STADA Singapore & WARD from 18-19 Jul 2019.
- Certified Psychometric Professional (CPP) by Salahkaar Consultants on 10 Nov 2018. The course qualifies to use, administer, and interpret DTAW, SET, EQi-t and BIRO-P tests.
- A proactive contributor who excels in delivering the right tools, resources, and support at the right time-with little or no direction. Able to anticipate management needs and then respond in a decisive, impactful manner with Global and Local environment.
- Highly regarded for consistent ability to apply sound judgement, emotional intelligence and decorum to sensitive, confidential and unpredictable situations.

FUNCTIONAL EXPERTISE

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| • HR Strategy, planning, Formulate Policy & procedure, HR Budget | • Advance Excel & HR Data Analytics skills for HR Reporting | • Job Evaluation |
| • Organizational Learning & Development | • Recruitment & selection strategy | • Strategic workforce planning |
| • Total Reward and Compensation Strategy | • Talent Management | • Payroll management |
| • Employee Development/engagement | • KPI's based performance management system | • HR Operation & administration |
| | • Leadership development | • Event Management |
| | • Employee Branding | |

PROFESSIONAL EXPERIENCE

Organization: Brac, Humanitarian Crisis Management Program (HCMP), Cox's Bazar
Position: Manager, HR Partnering
Report to: AGM HR
Tenure: June 2022 to continuing

Job Responsibilities :

- Identify strategic HR priorities and coordinate for implementation aligning with programme needs and objectives.
- Prepare/ review job description and job specification as well as ensure every role is in appropriate grade based on job analysis.
- Working closely with various departments/ Programmes of HCMP, assisting line managers to understand and implement policies and procedures.
- Liaising with a wide range of people involved in policy areas and ensures its compliance. Deal with employee requests regarding human resources issues, rules, and regulations.
- Organise BRAC Orientation for new joiners and refreshers of policy orientation for existing staff.
- Ensure a performance management culture within programme through ensuring clear objectives setting and feedback through personal leadership, individual accountability, proactive communications during the stages of the PMS cycle escalation and analyze data to contribute in decision making to nominate reward.
- **Ensure effective HR services** such as; confirmation, leaves, transfer, separation, payroll, contract renewal, on boarding etc. within stipulated time according to the need of respective programme
- Manages employee communication and feedback through different mechanism such as meetings, sharing views & suggestion programs, employee satisfaction surveys, one-to-one meetings etc.
- Supervise & follow up all activities of HROs to ensure smooth HR operations and to provide best HR services
- Manage and resolve complex or sensitive day to day people management and employee relations issues.
- Ensure the safety of team members from any harm, abuse, neglect, harassment and exploitation to achieve the programme's goals on safeguarding implementation. Act as a key source of support, guidance and expertise on safeguarding for establishing a safe working environment.
- Practice, promote and endorse the issues of safeguarding policy among team members and ensure the implementation of safeguarding standards in every course of action.
- Follow the safeguarding reporting procedure in case any reportable incident takes place, encourage others to do so.

Organization: DataSoft Systems Bangladesh Ltd, Dhaka

Position: Senior Human Resources Consultant and Team Lead

Report to: COO

Tenure: December 2019 to January 2022

Redesigning and implementing HR policies and process that promote a healthy work environment. Support and suggest improvements to the entire recruitment process. Organize several Learning and development programs during pandemic to boost up employee's mental health. Introduced different Employee wellbeing programs in Covid situation.

- Introduced Employee wellbeing program to enhance their morale and self-confidence during remote work.
- Highlighted several Employee engagement programs like Happy hour boxes (Virtual happy hour), Different employee care package, Virtual team building activities etc.
- Organized different online learning and development programs to keep Organizational learning culture during pandemic.
- Ensure payroll and reward management on time.

Organization: CONCORD Pharmaceuticals Ltd, Dhaka

Position: Senior Manager and Head of Human Resource & Administration

Report to: CEO

Tenure: March 2019 –September 2019

Recruited into a hybrid role that combines administrative leadership with Management of CPL day-to-days business operations. Demonstrate daily innate problem-solving capabilities and strengths in managing complex projects/events. Consistently tackle the most challenging, high visible assignments, often working with ambiguity to stringent deadlines.

- Uncovered organization deficit through Gap analysis and brought it to Management concern for immediate action, improving and introducing HR policies and practices through the process.
- Established structure recruitment processes which improve to cut lead time of recruitment. Recruited extensive number of employees including Chief Executive Officer to entry level.
- Continually improve efficiency for the managers and the business. *Work diligently to ensure that processes are streamlined, and potential challenges are anticipated in advance.*
- Finalized approximately 1500 employees' long overdue final settlement files to improve company's reputation.
- Have done HR Auditing, HR budgeting, work force planning so on.

Organization: OOCL Bangladesh, Dhaka

Position: Assistant Manager & Regional Head, HR & Admin

Report to: Regional General Manager

Tenure: December 2012–January 2018

Delivered a diverse range of Human Resource, administrative and sales support. Managed HR Policies, payroll & reward management, Recruitment & selection process, Training and Organization Development program, HR Operation and Administration. Additionally, provides sales support to OOCL Logistics.

- Formulate human resources policies, guidelines and procedures to support business requirements and to ensure compliance with corporate policies and local employment law and statutory requirements.
- Succeeded to reduce 90% turnover rate reduced through employee engagement and retention program.
- Managed to cut lead time and cost of recruiting by approximately 70% to improve recruitment process.
- Additionally, supported to OOCL Logistics sales team to improve local market and achieved to expansion of several new customer.

Organization: NOKIA Care, Chemor Telecommunications, Dhaka

Position: Assistant Customer Care Manager & In charge

Report to: Managing Director

Tenure: August 2009 – November 2011

Joined as a Customer Service Executive then promoted to a team lead position (2010).

Served as a key member of a Customer Service team as Customer service In charge of leading center of NOKIA Care in Bangladesh.

- First learning capacity has helped me to serve customer instantly which has been appreciated by high end customers and management.
- Had been frequently selected for product and skill training program which lead me to ToT (Trained of Trainer) trainer.

ACADEMIC & PROFESSIONAL DEVELOPMENT

- **Executive Master of Business Administration (EMBA) in HRM**
BRAC Business School, Dhaka (in 2016)
- **Post Graduate Diploma in Human Resource Management (PGDHRM)**

Bangladesh Institute of Management (BIM), Dhaka (in 2011)

- **Master of Science (MSc), Psychology**
National University, Dhaka (in 2002)
- **Bachelor of Arts (B.A)**
National University, (in 1998)

PERSONAL DETAILS

Marital Status: Married

Permanent Address: House No - 168, Road No - 4, Mohammadia Housing Society,
Mohammadpur, Dhaka-1207

REFERENCE

Upon Request

Signature