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| **Zenat Sultana**  House No – 168, Road No – 4, Mohammadi Housing Society,  Mohammadpur, Dhaka-1207  Cell: +8801922-597824  Landline: (02)9110660 (Res).  E-mail : [zenatsultana@gmail.com](mailto:zenatsultana@gmail.com)  LinkedIn : <https://bd.linkedin.com/in/zenat-sultana-ab938568> |  |

**AT A GLANCE**

* **Achievements:** Post Graduate Diploma in Human Resource Management (PGDHRM) from BIM, Executive Masters of Business Administration (EMBA) from BRACU, Masters in Psychology from National University and have done Business English III in British Council.
* **Certified Total Reward Professional (CTRP) by ASEAN Total Reward Institute (ATRI) Singapore.**
* **Certified Learning & Development Professional (CLDP) by STADA Singapore & WARD.**
* **Certified Psychometric Professional (CPP) by Salahkaar Consultants.** The course qualifies to use, administer and interpret DTAW, SET, EQi-t and BIRO-P tests. These Psychological tests/scale are used for recruitment, placement, promotion, counseling and several other uses.
* **Preparing for SPHRi (Senior Professional in Human Resource-International)**
* **Suitable for** Strategic HR management, Psychometric test, KPI based Performance Management system, counseling, Customer Service etc.
* **Experienced in** Human Resource Management, Administrations and Customer Service.
* **Skill on** communication and IT based environment, typical software in Windows Environment.
* **Objective:** A challenging position in business functionality, which offers opportunities for career advancement and growth and to obtain knowledge that, will utilize my experience and training in a dynamic environment.
* **General Member of BSHRM, Member of BRAC Alumni Association, Convener Committee Member of BIM Alumni Association, General Member of BOLD.**

**PROFESSIONAL EXPERIENCES**

* **Present Employment 1: CONCORD Pharmaceuticals Ltd.**

**(a) Position : Head of Human Resource & Administration**

(b) Period : March 2019 to September 2019

(c) Location : Dhanmondi, Dhaka

(d) Business : Pharmaceutical.

**Duties & Responsibilities:**

**Human Resource Responsibilities:**

* Develops organization strategies by identifying and researching human resources issues; contributing information, analysis, and recommendations to organization strategic thinking and direction; establishing human resources objectives in line with organizational objectives.
* Implements human resources strategies by establishing department accountabilities, including talent acquisition, staffing, employment processing, compensation, health and welfare benefits, training and development, records management, safety and health, succession planning, employee relations and retention, AA/EEO compliance, and labor relations.
* Manages human resources operations by recruiting, selecting, orienting, training, coaching, counseling, and disciplining staff; planning, monitoring, appraising, and reviewing staff job contributions; maintaining compensation; determining production, productivity, quality, designing systems; accumulating resources; resolving problems; implementing change.
* Develops human resources operations financial strategies by estimating, forecasting, and anticipating requirements, trends, and variances; aligning monetary resources; developing action plans; measuring and analyzing results; initiating corrective actions; minimizing the impact of variances.
* Supports management by providing human resources advice, counsel, and decisions; analyzing information and applications.
* Guides management and employee actions by researching, developing, writing, and updating policies, procedures, methods, and guidelines; communicating and enforcing organization values.
* Updates job knowledge by participating in conferences and educational opportunities; reading professional publications; maintaining personal networks; participating in professional organizations.
* Enhances department and organization reputation by accepting ownership for accomplishing new and different requests; exploring opportunities to add value to job accomplishments.

**Administrative Responsibilities:**

* Maintains pay records, associated time keeping data and statistics, leave records and related information.
* Depot establishment in all over the country.
* Monitor B&A expenses, telephone calls, courier etc.
* Monitor Office facilities and procurement process for furniture, interiors, etc.
* Office/Pantry items consumption monitoring, stationeries, printing supplies and stock maintenance.
* **Employment 2 :Stemz Healthcare BD Ltd.**

**(a) Position : Project HR Consultant,**

**Human Resource & Administration**

(b) Period : August 2018 to October 2018

(c) Location : Bangla motor, Dhaka

(d) Business : Healthcare & VFS of Qatar Govt.

Exclusive Startup project of QATAR Govt.

**Duties & Responsibilities:**

1. **Essential Function During project work:**

Key Result areas and desired competencies during Project Phase –

* Ensuring all business licenses are procured on time
* Managing the paperwork for all regulatory and statutory requirement 30% Regulatory compliances
* Other Admin duties – managing licenses, space/facility, etc.

1. **Post rollout responsibilities –**

* Support the Regional Head of Operations and relevant Operations Manager by providing a complete range of HR services to meet “local” needs and embed centrally driven policies, practices, initiatives.
* Ensure smooth running of all HR Operations and HR Administrative duties
* Payroll
* HR reporting

**JOB DESCRIPTION**

* Ensure the HR records are maintained and updated regularly
* Report and publish HR dashboard reports – headcount, leave/attendance, exit, etc.
* Point of contact to all employees for all HR matters
* Work with the central Comp and Bens structure to ensure compliance to salary and grading structures
* And other compensation and benefits requirements
* Mobilization and induction of new employees. Would act as the SPOC for all on boarding activities.
* **Employment 3 : OOCL Bangladesh**

**(a) Position : Assistant Manager& Regional Head,**

**Human Resource &Administration**

(b) Period : December 2012 to January 2018

(c) Location : Gulshan, Dhaka

(d) Business : Shipping & Logistics.

**Duties & Responsibilities:**

**Human Resource Responsibilities:**

**HR Policies :**

• 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.   
• Implementation of Corporate Human Resources Policy & Strategy.   
• Provide general assistance to the Regional General Manager & the management group in the implementation of human resources programs.

**Pay roll & Reward administration:**

• Ensure on time and accurate payroll and salary administration.

• Ensure competitive of welfare and benefits of Employee, EPF, Payee tax and other

staff benefits (Medical, health Insurance etc.)

• Assist RGM & Corporate HQ to Organize SPOT Award (Monthly, Quarterly) and TIP

Award yearly based on employee or team performance.

**Recruitment process:**

• Organized and conduct recruitment activates of advertisement, sorting and administer

all incoming applications, data sorting and interview arrangements. Maintain all

Applicants record in database.

• Conduct Orientation program for new employee. Assist and monitor of Online Exam

Assign from Corporate HQ for new employee.

**Training &OD :**

• To assess learning/training needs, formulate learning/training plans and effectively implement and monitor the learning events to enhance employee development.  
• To promote and assimilate of OOCL culture, values. Core competencies and desired behaviors in the region.

• Conduct and coordinate with all departments to implement the whole process of Company performance management system, including ensure its system in place.

• Counsel employees and advise Management on staff matters.

• Evaluate the effectiveness of the training activities conducted by the Company.

• Assist to prepare yearly Head Count Budget to HQ for review and implementation.

**Record Maintenance:**

• Maintain all employee record in database and update time to time once required.

           • Manage employee annual leave, sick leave, long service leaves records and Awards.

• To provide smooth and efficient administration support for all departments to cope

with the business needs and to work closely with F&A department on overall B&A

Expenses monitoring.

**Administrative Responsibilities:**

• Maintains pay records, associated time keeping data and statistics, leave records and   related information.  
• Monitor B&A expenses, telephone calls, courier etc.  
• Manage Office facilities and procurement process for furniture, interiors, etc.  
• Handling visitors, logistics arrangement/correspondence (Visa, air ticket, meeting, hotel)  
• Office/Pantry items consumption monitoring, stationeries, printing supplies and stock maintenance  
• Arrange all CSR / welfare activities/functions including distribution of gift during festive seasons

•Monitor all types of Renewal like Group Life Insurance, General Insurance, Office transport, Shipping and Logistics association all renewals.   
• Maintain cleanliness office premises, coordination with building management on all office premises related issues.

* **Employment 4 : NOKIA Customer Care**

**(a) Position : Customer Service In charge**

(b) Period : August 16, 2009 to October 31, 2011

(c)Location : Gulshan, Dhaka

(d) Business : Telecommunications.

**Duties & Responsibilities:**

* Provide customers with product & service information.
* Up sell product and services.
* Identify research and resolve customer issues using the computer system.
* Engaged in constructive problem resolution and try to immediate solution.
* Follow up on customer inquiries, not immediately resolved.
* Prepare daily and monthly compile report for HQ review.
* Built strong and lasting relationship with customers.
* Monitoring other team members work and coordinate them for customer focus

work as per company rules.

* **Employment 5 : BNS Technology**

**(a) Position: Executive (HR & Admin)**

(b) Period: February 2007 to December 2008

(c) Location: Banani, Dhaka

(d) Business: IT & Computer technology

**Duties & Responsibilities:**

* Conduct Employee Orientation Program.
* Managed Employees all leave record (annual leave, Sick leave etc.).
* Organized Outside and In house Training for employees once required.
* Arranged visitors, logistics arrangement/correspondence (Visa, air ticket, meeting,

Hotel)

* Assign, review and monitor the duties of sub-ordinate and office support staff.
* Ensure the proper utilization of office stationary and furniture.
* Prepare, purchase, distribute and maintenance monthly requisition for all departments.
* Ensure healthy working environment, maintaining effective operation safety and hygiene.
* Monitoring the cleanliness, discipline and the security of the organization.

**PROFESSIONAL COURSE**

* *Done Executive Master of Business Administration* ***(EMBA)***

*BRAC Business School , BRAC University.*

* *Post Graduate Diploma in Human Resource Management (****PGDHRM)***

*Bangladesh Institute of Management (BIM), Sobhanbug, Dhaka*

* Have done **Business English** Intermediate III at **British Council**.

**TRAINING & COURSES**

* Training on “Bangladesh Labor Rules 2015” arranged by Bdjobs.com.
* Training on “KPI based Performance Management system” by Bdjobs.com.

**OTHER QUALIFICATIONS**

* Taken an IELTS test and get Band score 6.
* Done extensive course in French at Alliance Françoise de Dacca.
* Was a general member of Red Cross Society.
* General Member of BSHRM Group.

**LANGUAGE SKILLS**

* English – Well versed in both written and spoken English
* French – Manageable in speaking and writing
* Bengali – Mother tongue

**OTHER PERSONAL DETAILS**

Father’s Name: Md. JasimUddin Ahmed

Father’s Occupation: Retd. Govt. Officer, Geological Survey of Bangladesh (GSB),

Dhaka.

Diploma in Civil Engineering & Cartography.

Mother’s Name: Mrs. TaslimaAkther

Nationality: Bangladeshi

Religion: Islam

Marital Status: Married

Gender: Female

**EXTRACURRICULAR ACTIVITIES**

I believe, art is supportive force in self-development. Involvement in artistic activities works as a stimulator in personal development. From my childhood, I have been involved in many kinds of design & artistic work. The practice including, but not limited to social activities, home work like fabric painting, block, batik, designing of exclusive show pieces etc. It looks like a never ending hunger of my life.

Besides, I have been involved in lot of cultural activities after having my “RabindraSangit” course from BAFA.

Expected salary : 90k and above .

**REFERENCE:**

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| **Upon Request:** |  |



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Zenat Sultana