

REHANA FERDOUS

PERSONAL DETAILS

Present: House#KA-31/6/C, Joar Shahara, Gulshan, Dhaka.

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CAREER OBJECTIVE

To secure a responsible career opportunity where experience in staffing, internal program development and management, employee relations and project management will enhance a company's overall strategic plan and direction.

HR KEY SPECIALIZATION

Compensation & Benefit;	Final Encashment Settlement;
Performance & Talent Management;	Training;
Payroll;	Recruitment, Selection and Employee on Board;
HRIS Tool Management	Organization Mapping

JOB PROILE



PDS

Norwest Industries Ltd. (PDS Multinational Group)

Deputy Manager-HRD&M (Compensation & Benefit Specialist)

December 17, 2013 – Continuing

Key Achievement

- Awarded for excellent contribution to PDS Group as a HR personnel in 2015, 2017, 2018, 2019 & 2020.
- Got promoted three times for outstanding achievement.
- Efficaciously coordinated Gallup Employee Engagement Survey in March, 2016.
- Successfully coordinated the full annual programme, designed programme banner and tag line. Awarded for the best theme designer in Gala Night Programme in May, 2016.
- Successfully facilitated to organize a workshop on Franklin Covey's 7 Habits for employees in May, 2016.
- Designed orientation banner to motivate to new employees.
- Lead as a key person to launch our new HRIS (Kormee).

Duties/Responsibilities:

Performance Appraisal:

- Responsible for PMS for the employees and appraisal system integration and interfaces.
- Coordinate with Division Head for Probationary & Annual Performance evaluation & appraisal according to a set of guidelines, including conducting timely office visit.
- Generating accurate and complete documentation, analyzing records and data to verify valuations and resolving problems as required.
- Confers with senior Management and CFO regarding complex appraisal issues.
- Releasing annual increments, promotions, incentive variable pay in consultation with HOD's & HR Head.
- Execute letters and convey feedback to employees and keep 1 copy for PCF.

Payroll:

- Set up policies and procedures for HR Team as they relate to payroll transactions; collaborates and as necessary serves as primary liaison for direct communications with employee base on Payroll matters.
- Prepare Payroll report and coordinated with Accounts department to ensure on time salary disburse, coordinated to maintain employee benefits such as Festival Bonus, Profit Incentive, Increment and any kind of Status Changes.
- Create and file all payroll related documents and provide monthly joining and separation report for Management.

Final Settlement:

- Handled exit interview and file exit documents.
- Prepare Full & Final Settlement and coordinated with Accounts department to ensure Final encashment.
- Dispatch the cheque to separated employee.

HRIS Management:

- Responsible for management of HRIS (Kormee).
- Ensured to keep HRIS database updated through Kormee software for monitoring information management, reports and any new systems implementation.
- Manage and design the mapping of all HRIS tables to ensure accurate data capture that promotes prudent compliance and enables comprehensive reporting.
- Develops standard and ad-hoc reports; responds to requests for reports containing HR data from across and outside of the organization in an accurate and timely manner.
- Lead efforts on the review, testing and implementation of our new HRIS (Kormee) upgrades and patches.

Employee Onboard Activities:

- Maintaining & Updating candidates profiles (for both national & expatriate).
- Concocting appointment letter for national employees.
- Organization Mapping for all SBU & Divisions to headcount every employee around 1025 and prepare graphical report for management to take various decision.

Training:

- Coordinate training and development activities (based on TNA) for the employee in consultation with head of business unit and arrange special training programs through external trainers or agencies.
- Preparing reports & analysis through employee feedback from training programs.

Recruitment:

- Conducted regular follow-up with HOD to determine the effectiveness of recruiting plans and implementation.
- Post openings in newspaper advertisements with professional organizations and in other position appropriate venues.
- Maintain Recruitment Roster and conducted interviews and screening to recruit best candidate, ensured orientation and placement for new employee, provided all required things to new joiners and others professional assistance. (For both national & expatriate).

Employee Relation & Disciplinary Action:

- Disciplinary action according to the company policy. Assisted maintaining strong disciplines within the organization and conducted investigation for grievance management or related issues.
- Prepared memos, termination letters, notes, circular and other communication materials for day to day HR operations.



Human Resource Manager

1 July, 2012 to 31 August, 2013

Key Achievement

- Created Employee Handbook.
- Recognize as a Best Employee.

Duties/Responsibilities:

- Developed and executed recruitment plan.
- Coordinate efficiently and effectively to fill open positions.
- Developed a pool of qualified candidates in advance of need.
- Plan and conduct new employee orientation.
- Identify and manage training and development needs for employees.
- Develop and implement human resources policies and procedures.
- Administer HR policies and procedures.
- Administer compensation and benefits.
- Ensure compensation and benefits are in line with company policies and legislation.
- Benchmark compensation and benefits.
- Support annual salary review.
- Implement and monitor performance management system.
- Handle employee complaints, grievances and disputes administer employee discipline processes.
- Conduct exit interviews.
- Review and update employee rules and regulations.
- Maintain the human resource information system and employee database.
- Coordinate employee safety, welfare and wellness.
- Implemented organizational policies and procedures in conjunction with management. Maintained healthy employee relationship and interpersonal relationship.

Key Achievement

- Nominated for the best employee of the month of July, September, 2010 and January, 2011.
- Nominated for team captain and working from 1st December, 2011 until 31st March, 2012

Duties/Responsibilities:

- Provide one-stop quality Customer Services to ensure positive customer experiences.
- Conducting service awareness and telesales to retain the existing customers and acquire potential customers.
- Maintain targeted KPI on a regular basis.
- To be more caring, reliable, inspiring and friendly with the subscribers to enhance and maintain Grameenphone Brand promise.
- Capture customer insights, follow-up and escalate critical issues / complaints and provide timely feedback to ensure customer satisfaction.
- Worked as a Team Captain to assist Team Leader.
- Worked as Hands-on Trainer to train new employees.

PROFESSIONAL QUALIFICATION

**Human Resource Management Competencies (HRMC)**

IBA, Dhaka University

April-May, 2016

Achievement: Topper of the Batch-2, Intake 3**EDUCATION QUALIFICATION**

2014	Masters of Business Administration, MBA Major: Human Resources Management (HRM) Institute: Independent University, Bangladesh
2011	Bachelors of Business Administration, BBA Major: Marketing and Human Resource Management Institute: North South University
2004	Higher Secondary Certificate (HSC) Major: Business Studies Institute: Viqarunnisa Noon College
2002	Secondary School Certificate (SSC) Major: Business Studies Institute: Viqarunnisa Noon School

ACADEMIC ACHIEVEMENT

- Received waiver in four courses worth BDT 66,000 based on undergraduate academic performance from Independent University, Bangladesh in 2012.
- Received BDT 3,000 based on H.S.C. result from Viqarunnisa Noon College.

TRAINING SUMMARY

- **Certificate on Leadership at workplace**

Concentration: Leadership building & quality analysis.**Instructor:** Rupak Nasrullah Zaidi**Duration:** 16 November, 2018**Company:** Norwest Industries Limited

- **Certificate on Bangladesh Labor Law & Labor Rules- 2015**

Concentration: Bangladesh labor Act 2006 and Bangladesh labor Rule 2015.**Instructor:** Jafrul Hasan Sharif**Duration:** 8 April, 2016**Company:** Norwest Industries Limited

- **Communications, Time and Team Management**

Concentration: The process of communication in the professional environment, the Time and Team Management process in an effective way.**Instructor:** Zia Hasan**Duration:** 16 November, 2014**Company:** Norwest Industries Limited

- **PDS Code of Conduct and NAVEX Global Reporting System**

Concentration: Bribery Policy, Compliance Issues to be categorized as ZTV, Employees code of conduct, Supplier code of conduct.

Instructor: Sridhar Thiagarajan

Duration: 27 March, 2014

Company: Norwest Industries Limited

- **Functional & Software Training**

Concentration: AVAYA and web based software training

Instructor: Sohel Rana

Duration: 11 January to 17 January, 2009

Company: Grameenphone Ltd.

- **Service attitude & Customer Handling**

Concentration: Training on service attitude & customer handling in different scenario.

Instructor: Maksdur Rahman

Duration: 3 May to 5 May, 2008

Company: Grameenphone Ltd.

- **Customer Service Training Program**

Concentration: Training on different service, product, and culture of Grameenphone Ltd.

Instructor: Sadia Afroz Leeza

Duration: 25 April to 27 April, 2008

Company: Grameenphone Ltd.

TECHNICAL SKILL

- Highly proficient in MS Office 2013 suite
- MS Excel-Proficient
- MS Access- working knowledge
- VISIO & Microsoft Project Manager Proficient
- Exposure to HRIS Software developed by Kormee and having directly working on the development of our new Kormee Software.

EXTRA-CURRICULAR ACTIVITIES

- I wrote 60 Bangla poems.
- I performed in a music video as a model in customer service of Grameenphone Ltd.
- Working voluntarily with Obhoyaronno- Bangladesh Animal Welfare Society regarding animal right, safety awareness, animal rescue, animal health & treatment.
- A member of "People for animal welfare (PAW)".

PERSONAL INFORMATION

Father's Name: Mohiuddin Ahmed (Programme Officer, DFID Bangladesh)

Mother's Name: Selina Akhter

Husband's Name: Md. Shamiun Hossain (Planning Specialist Engineer, Banglalink)

Marital Status: Married

Date of Birth: 23 September, 1987

REFERENCE

- **Mohammad Abul Hasnat Khan**

Norwest Industries Ltd. (PDS Multinational Group)

GM - HRD&M and Administration

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- **Gjermund Lia**

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