

## Contact

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## Top Skills

Client Services

HRIS

Implementation

Organizing

Verbal & Writing Skills  
Target Oriented

## Languages

English (Full Professional)

Urdu

## Certifications

Opera Front Office

Front Office Management

# Sarmad Ahmed

HR | HRIS Professional

MBA-HR

Karachi

## Summary

*To enhance my knowledge and capabilities by working in a dynamic organization that prides itself in giving substance responsibilities to talent.*

## Experience

- **Teals Pvt. Ltd.**

**Sr. HR Executive**

(Dec 2022 – Present)

Karachi, Pakistan

- Responsible for performing all the HR Functions.
- Responsible for all the Administrative tasks.
- Supervise and Update Insurance Matters.
- Performing of 360 Matters of HR.

- **Sofcom Pvt. Ltd.**

**Executive- HRIS Implementation & Support (Harmony)**

July 2021 – Nov 2022 (1.4 years)

Karachi, Pakistan

- Creating a project plan for each client, detailing the tasks that need to be completed for the timely installation of customized software systems.
- Communicating with clients throughout the software customization process to obtain feedback and approval.
- Customizing software systems based on clients' individual needs and specifications.
- Educating clients on how to use purchased software systems and customized system features.
- Creating a specialized document for each client, detailing all customizations made.
- Installing customized software systems and all necessary components.
- Ensuring that the project team is aware of key deliverables and project milestones.
- Providing time estimates to clients who require additional customizations to be done.

- **Asif Rice Mills Pvt. Ltd.**

**Human Resources Executive** (June

2019 - May 2021 (2 years) Karachi,

Pakistan

- Recruitment of candidates.
- Hiring the right employees for the right jobs.
- Processing company payroll.
- Conduct disciplinary actions.
- Designing and updating existing company policies.
- Maintaining employee records.

- **Sky Electric Pvt. Ltd**

### **HR-Intern**

January 2019 - March 2019 (3 months)

Karachi, Pakistan

- Update our internal databases with new employee information, including contact details and employment forms
- Gather payroll data like leaves, working hours and bank accounts
- Screen resumes and application forms
- Schedule and confirm interviews with candidates
- Post, update and remove job ads from job boards, careers pages and social networks
- Prepare HR-related reports as needed (like training budgets by department)
- Address employee queries about benefits (like number of remaining vacation days)
- Review and distribute company policies in digital formats or hard copies
- Participate in organizing company events and careers days

- **Digital Globe Services, Inc**

### **International Sales Executive**

June 2016 - February 2017 (9 months)

Karachi, Pakistan

- Handle many inbound and outbound calls to customers and clients.
- Identify the needs of customers, resolve issues, and provide solutions.
- Upsell other products wherever possible.
- Ensure you follow the customer service script provided by the company for uniformity.
- Also, be well-read on company policies and the website for FAQs or policy related answers.
- Maintain good customer relations.
- Meet personal targets and work towards meeting team targets.
- Maintain records of the conversations with the customer and analyze the data.
- Write and submit timely reports on performance, targets, and customer queries.

- **Mövenpick Hotels & Resorts**

### **Intern-Banquet Sales Operations**

September 2015 - September 2015 (1 month)

Karachi, Pakistan

- Reports To Banquets Sales Manager
- Responsible To Handle Day To Day Queries Related To Banquets Events & Conferences
- Responsible For Making Contracts And Doing Detailing Of Events
- Coordinating With Vendors For Smooth Operation
- Ensuring That Event To Go Well And Everything Should Be On Top Notch
- Coordinating With Other Departments for Smooth Operation.

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## **Education**

- **Khadim Ali Shah Bukhari Institute of Technology (KASBIT)**  
Karachi, Pakistan.  
**MBA-Human Resources Management and Services** · (2017 - 2020)
- **University of Karachi**  
Karachi, Pakistan.
- **Associate Bachelor's Commerce (B.Com)-Business/Commerce,General** · (2012 – 2014)

