

## SHAMS HASNANI

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### CAREER SUMMARY

A highly committed professional with more than 10 years of experience, aspired to become an Organizational Development Consultant in the long run and enthusiastic for contributing knowledge, skills and expertise in the overall organization's growth and development. My recent and past work experiences revolved around HR Management, Customer Satisfaction, Customer Relationship and Operations. I'm a truly passionate professional who is always eager to enhance my knowledge through self-directed learning opportunities and also through experts in the field. Additionally, my inquiring skills, investigating possibilities and critical thinking abilities have always helped me in bringing new and innovative ideas for the organization. My working philosophy is highly inspired by the values of respect, honesty, compassion, and strong team work which makes me an adaptable individual who can work successfully with diverse group of professionals.

### EDUCATION

<u>QUALIFICATION</u>	<u>MAJORS</u>	<u>YEAR</u>	<u>INSTITUTION</u>
Diploma in HR Management	Human Resource Management	In Progress	Oxford Home Study Centre
MBA (MS)	Marketing	2015	Khadim Ali Shah Bukhari Institute of Technology
Bachelor of Arts	Economics, International Relationship	2011	Karachi University

### PROFESSIONAL EXPERIENCE

#### Optimizia

##### Assistant Manager, Admin & HR (Aug 2021 till Date)

- Involved in hiring and training of new employees.
- Coordinate and oversees day-to-day workflow of employees.
- Conduct or assist with timely and constructive performance evaluations.
- Assist the Manager with employment actions, including discipline and termination of employees in accordance with organization policy.
- Monitor departmental performance, facilitate and Identify opportunities to increase productivity and efficiency.
- Manage daily aspects of the department and its staff to ensure projects are completed, goals are achieved and customer needs are met.
- Collaborate with other managers to plan, direct, and coordinate programs and projects.
- Coordinate with other managers to analyze costs, benefits, and losses of company profits.
- Draft, submit, and present various performance and management reports.
- Manage inventory, approves or facilitates purchases as needed; negotiates related pricing contracts and verifies costs and receipts.
- Facilitate in Managing conflicts and resolve complaints about or within the department.
- Conduct training seminars for employees related to company policies, procedures, and best practices for their positions.
- Provide administrative support to managers by scheduling meetings, arranging conference calls, and taking notes during meetings.
- Manage employee records and benefits, including payroll, health insurance, and retirement plans.
- Maintain employee morale by fostering a positive working environment through effective leadership and teamwork.
- Prepare job descriptions, posting openings, and interviewing candidates for positions within the company.
- involved in Policy development.

#### Kam Kaj

##### Manager, Corporate Sales (Feb 2021 to July 2021)

- Represent the company effectively with comprehensive knowledge of new offerings.
- Research consumer needs and identify customer friendly solutions.
- Hire, train, motivate, and advise a team of sales representatives.
- Achieve company objectives by planning thoroughly, setting sales goals, analyzing performance data, and making forecasts.
- Develop skills continuously for hiring, training, and leading team members, and ensure that they're using effective sales tactics to meet revenue objectives.
- Generate leads, establish and nurture client relationships.
- Create and execute a strategic sales plan that expands our customer base and extends the company's global reach.
- Meet with potential clients and grow long-lasting relationships that address their needs.
- Recruit sales representatives, set objectives, train and coach them, and monitor their performance.
- Identify knowledge gaps within the team and develop plans for filling them.
- Ensure that company quotas are met by holding daily check-ins with sales team to set objectives and monitor progress.
- Manage the month-end and year-end close processes.

#### Unboxx Technologies LLC

##### Pre-Sales Lead (Dec 2020 to June 2021)

- Plan sales strategies, positioning in contrast to the competitors and the demonstration of the business.
- Prepare presentations related to the products or services with all their values for the usage of the sales department.
- Coordinate and organize demand generating activities like tradeshows, company events or customer workshops.
- Engage with the customers and interpretation of their needs and derivation of advice for prospective products that are aligned with the customers' demands.

## **Samaira's Kitchen**

### **Founder / CEO (Aug 2017 to Date)**

- Establish food delivery business covering central district of Karachi.
- Approach customers through digital platforms such as Facebook, Instagram, Whatsapp and Food Panda.
- The business is now catering to meal needs of more than 100 households on daily basis.

## **Clean and Clean**

### **Manager Operations (Jul 17 to Jun 2020)**

- Provide inspired leadership for the organization.
- Develop, implement, and review operational policies and procedures.
- Assist HR with recruitment of employees where required.
- Facilitate in promoting culture that encourages top performance and high morale among employees.
- Oversee budgeting, reporting, planning, and auditing.
- Work with senior stakeholders.
- Ensure all legal and regulatory documents are filed and monitor compliance with laws and regulations.
- Work with the board of directors to determine values and mission, and plan for short and long-term goals.
- Identify and address problems and opportunities for the company.
- Build alliances and partnerships with other organizations.
- Support worker communication with the management team.

## **TCS Pvt. Ltd**

### **Relationship Executive (Jun 2016 to Jul 2017)**

- Create and enforce plans that will help meet the needs of customers.
- Build long-term relationships with clients and customers.
- Work quickly to address and resolve customer issues.
- Notify the sales team of new sales and cross-selling opportunities.
- Become familiar with the competition to stay ahead of them.
- Encourage high-sales and good customer service practices.
- Create strategies and work with clients to boost their brand.
- Help promote and maintain a positive company image.

## **Jubilee Life Insurance Limited**

### **Sales Officer (Nov 2012 to Dec 2015)**

- Develop an effective strategy to attract clients.
- Build a strong relationship with the new and existing clients.
- Educate clients about various insurance policies such as education, health, etc.
- Advise the clients on which insurance policy they need to purchase.
- Communicate with the clients and maintain a good rapport with them.
- Respond to clients queries related to insurance policies.
- Perform risk assessment based on the client's requirements.
- Analyze clients' present policies and recommend changes if needed.
- Ensure that the company rules and regulations are formulated accordingly.
- Maintain client's records on a monthly basis.
- Prepare and present reports for the higher authorities.
- Handle insurance policies renewals.
- Expand clients' base by communicating with the clients.
- Stay abreast of the latest trends in the insurance industry.

## **South City Hospital**

### **Pharmacy Technician (Dec-2009 till Oct-2012)**

- Conduct final accuracy check for prescriptions that have been clinically checked by a pharmacist.
- Issue dispensed medicines to patients and also counsel them on the correct and safe use of medicines.
- Enter all dispensed transactions accurately and in a timely fashion into the pharmacy computer system.
- Order labeling, dispense and endorse both medicines and prescriptions.
- Drive pharmacy sales through excellent advice and service to customers.
- Counsel customers about their medication.
- Deal with Electronic Prescribing issues.
- Adher to all ethical, professional and legal pharmacy standards.
- Coach and lead junior members of the pharmacy team.
- Maintain new patient's records, organizing repeat prescriptions and processing invoices.

### ACHIEVEMENT

- In June, 2015 Awarded by Jubilee Life Insurance on achieving the highest sale target and convention winner.

### CERTIFICATION

- In June, 2022 Certification of Completion in 12 week program focusing on Human Skill, Human Resource Development Committee from Funverks.
- In January, 2023 Certification of Completion of Human Resource Management, Great Learning from BYJU'S.

### SKILLS AND EXPERTISE

Effective Communications  
Report Writing  
Customer Relationship Management  
Entrepreneurship

Microsoft Office  
Negotiations  
Strategic Planning  
RFQ / RFP and RFI preparation and submission

### CO CURRICULAR ACTIVITIES

- Convener at TKN & HRDC in Alyabad 2022 to till date
- Coordinator at STEP Program 2015 to 2020
- Scout at Alyabad Boy Scout Unit 2007 to 2015

**References to be furnished upon request**