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SHOAIB ALI KHAN

Objective	To obtain a position that would give me an opportunity to use my degree and innovative skills for personal and organizational growth**.**

Key Skills

- ✓ Ability to work effectively in team projects.
- ✓ Excellent communication skills within a group.
- ✓ Presentation skills
- ✓ Ability to work under stress.
- ✓ Cross-divisional excellence.
- ✓ Excellent research skills
- ✓ Excellent conceptual and analytical skills
- ✓ Coaching skills

Professional Experience

- ✓ **Associate Manager** at **Hum Network** and looking after HR operations, Travel desk and Medical insurance policy.
- ✓ **Administration Officer** in **Abudawood Pakistan** and looked after traveling, bill processing, repair & maintenance and managed cellular services for Abudawood Pakistan.
- ✓ **HR Executive** in Abudawood Pakistan under **HR Services/Employee Relations function**.
- ✓ Providing **on call technical support** and resolving billing related issues for **Qubee (wireless broadband)**.
- ✓ Worked in **PTCL Contact Center** as a **Trainer**.
- ✓ Worked as a Task Officer in seven exhibitions with **EC Gate Way**, in **G.O.H Protocol**, since August 2006 to August 2007.
- ✓ Worked as a consultant for 2 months with **MAB\PARADIGMS** (Research & Management Consulting Firm).

HUM Network Pvt. Ltd.:   **April 2017 till date**

- Currently working as **Associate Manager** in **Human Resources** department.
- Dealing with third party employer for or contractual staff.
- Payroll & salary Invoice processing for third party employees.
- Payroll memo processing for all permanent employees of Hum Network Limited (including new inductions, separations, probation confirmations, PF calculations, salary deductions etc)
- Verification of PF contribution, miscellaneous deductions (loans/EOBI/SESSI etc).
- Looking after the attendance and leave management of entire company.
- Successfully implemented the attendance & leave management software for entire organizing in Karachi Lahore & Islamabad.
- Conducted training sessions, before implementation of newly launched software.
- Arrangement of air tickets with maximum facilitates and lowest fare.
- Hotel accommodations and transportation for employees and celebrities.
- Compliance of travel related entitlements.
- Invoices processing of all travel related bills.
- Looking after medical and health insurance policy.
- Guiding and dealing with employees for their medical related issues.
- Arrangement of claim reimbursements from insurance firm.

ADP (Abudawood Pakistan)   **August 2016 till March 2017**

- Promoted on Permanent position as **Administration Officer** as an additional task.
- Vendor's invoice processing of entire Abudawood Pakistan.
- Managing employee and visiting cards.
- Cellular management of 340 official numbers.
- Repair Maintenance & housekeeping of Head Office.
- Carry out accurate filing and storing of documentation and records related to all contracts, bills, receipts, checks and certificates.
- Travel and accommodations for all employees.
- Office supplies and stationery.
- Petty cash management.

ADP (Abudawood Pakistan)   **January 2013 till August 2016**

- **HR Executive** in **HR Services/employee relations** function.
- Dealing with all discipline related matters.
- Grievance handling.
- Created and conducted Training sessions nationwide on company's CoBEC (Code of Business Ethics & Conduct).
- Responsible for Attendance and Leave Management of more than 1700 employees nationwide.
- Monitor late counts and absence levels and provide monthly management reports.
- Provide support to staff on HR issues, as and when required.
- Managed Headcount, recruitment, performance management and full and final settlement of all contractual staff.
- Coordination and management of all 3rd Party staff.
- Ensuring the documentation of new inductees is complete and updating the data in records.
- Schedule and organizing interviews.
- Issuance of Employee cards.
- Managed portfolio of over 320 official cellular numbers.

Trg (The Resource Group):   **March 2012 till January 2013**

- Worked as a **Customer Service Executive** for the campaign of Qubee.
- Provide technical support related to internet issues, resolve billing issues, and answer general queries regarding product.
- Maintained a good functioning relationship with each customer by answering to each query and complaint in gracious and proficient manner.
- Contacting existing customers via Outbound calls for feedback and bill collection.

Pakistan Telecommunication Company Ltd.:   **March2008 to May2011**

- Provided training related to general inquiry and online technical support for DSL and wireless broadband.
- Started as a CSR on the domain of DSL Broadband Pakistan, from March 03, 2008.
- Created inbound intranet Portal (:: NEWS LETTER ::) for CSRs to direct them for sales and creativity.
- Managed the team of 33 as Team Leader Operations (Break Management, Daily Floor Management Reports, Coaching & Counseling)
- Also worked in Quality Assurance Department as Quality Executive and monitored a team of 30 agents.
- Created imparted training programs as Training Facilitators (Training programs based on Quality Evaluations, In-Valid complaints handling & Soft Skills for Customer handling).
- Research and develop materials required for training.
- Designed courses and materials to meet the training needs of the company.
- Compliance of SOPs, Creation of White head/Black Head Data.

Education

Degree	Institute	Passing Year	Majors
BBA	Preston University	2007	Marketing & Finance
Intermediate	Govt. City College	2004	Pre- engineering
SSC	Oxford High School	2001	Computer Science

Rewards and Appreciations:

- Received appreciation from PTCL Contact Center on extra duties.
- Awarded as an outstanding performer in back end staff as a trainer.
- Promoted to permanent positions in Abudawood Pakistan.
- Received multiple appreciation letters in HUM Network Limited.

Computer Skills

Adobe Photoshop, Front Page, Dream waver, MS office, Hardware

Languages

Can frequently speak English and Urdu.

References

Will be furnished upon request