

Muhammad Imran Nadeem

Gulistan-e-Jauhar, Karachi – Pakistan. (Present)

Defence Road, Lahore – Pakistan.

Email : memyselfandimran@gmail.com

LinkedIn : www.linkedin.com/in/imran-nadeem

Mobile : +92-336-3493987

Skype : IMRAN.at.skype



Senior HR/Admin, Operations professional with proven track record of excellent performance in diversified companies for the last 18+ year's senior level exposure. Well trained in coping and dealing with HR/administrative concerns and highly effective in public interaction.

A Challenging position whereby my education, experience and potential can be mutually utilized to the best interest of both parties and add more value to my qualifications with proven ability to work with senior management teams to integrate the overall operations within the largely business operating strategy.

Strengths

- ✓ Strategic HR/Admin Planning & Management
- ✓ Operations, Recruitment & Selection
- ✓ BPO/Payroll & Insurance Administration
- ✓ Performance & Appraisal Skills
- ✓ Compensation and Benefit
- ✓ Training, Induction & Orientation
- ✓ SOP's & Employee Relationships
- ✓ Salary grading & Union Handling
- ✓ Accommodation & Facility Management
- ✓ Logistics, Travels, Transportations

Education / Courses

- Masters in Business Administration (HR) – 1998 – University of Karachi
- Executive MBA (Banking & Finance) – 1999 – Preston University
- Bachelor Of Commerce – 1994 – University of Karachi
- Diploma in Computer Science (Software)
- Completed Civil Aviation Rules & Regulations Course with 90% result
- Certified **Internal ISO Auditor**
- HR Certifications - **HRMS, HRSG, HRMC, CHRP, DSOP & OD&P**

IT Skills

- Windows (up to advance level)
- Coral Draw, Page Maker, Photoshop
- MS office, Word, Excel, Power Point
- Outlook & Internet

CAREER PROGRESSION

Currently associated with private HR Consultancy & Event Management.

Director

M/s Dadabhoy Group

One of the Pioneer and Prestigious Group of Companies in Pakistan

Oct 2018 – Sep 2019

Head of Department – Human Resource & Admin

M/s Fluid Technology International (Pvt.) Ltd.

Renowned Manufacturing & FMCG Company – Karachi, Pakistan

Oct 2016 – Sep 2018

Head of Human Resources

M/s Wahaj Hussain's Group- Pakistan

Renowned name since 13 years in Cambridge Education with 5 steady branches.

Feb 2014 – Sep 2016

Senior Manager HR & Internal ISO Auditor

M/s Steelman Electro Mechanical Company LLC , Dubai – UAE

Steelman Company an ISO-9001: 2008 and OHSAS 18001: 2007 certified company. We are well equipped to execute Electrical, Mechanical and HVAC work with highest standard of quality.

May 2008 – Jan 2014

Manager Operations CAA

M/s Dubai Airport Free zone, Dubai – UAE

Largest Free zone Airport in Dubai managed by UAE government.

Mar 2004 – Mar 2008

HR & Admin Manager / Corporate Office

M/s Oud Maitha Securities– Dubai – UAE

UK Franchise for complete security solution and comprehensive online infrastructure

Sep 1999 – Feb 2004

Senior Finance Executive

M/s Mobilink (Joint venture of Motorola) – Pakistan

A pioneer GSM cellular/communication company in Pakistan

Jun 1995 – Jul 1999

Areas of Expertise

Staffing Recruitment:

- ♦ Recruit, interview, coach and develop candidates to meet and exceed the needs of the company.
- ♦ Evaluate talent and assess client demands to make the match between the companies staffing needs and the candidate's skills and experience.

Compensation & Benefits:

- ♦ Monitor the organization's salary structure & benefits, balancing cost control with the need to attract and retain staff.
- ♦ Research and analyze competitor's salary rates and benefits; develop & implement competitive new benefit packages, ensure they're in line with legal requirements

Training & Development:

- ♦ Conduct orientation sessions and arrange on-the-job training for new hires.
- ♦ Evaluate instructor performance and the effectiveness of training programs, providing recommendations for improvement.
- ♦ Plan, develop & provide training and staff development programs, analyze training needs to develop new training programs or modify and improve existing programs.

Employee Relations:

- ♦ Provide counsel, advice and expertise in interpreting & applying company policies, collective bargaining agreements and on matters involving employee performance, layoff and leaves of absence.
- ♦ Facilitate resolution of and mediate employee/ supervisor differences and conducts employee relations investigations.
- ♦ Review and approve disciplinary matters, terminations and layoffs.

Receivable / Payable Management:

- ♦ Overseeing advance controls for advance payments & following up with purchaser, cost centre wise consumption & analysis with average consumption.
- ♦ Following up of the bills receivables after invoicing to debtors, conducting ageing analysis with an aim to keep receivables under control.
- ♦ Ensuring that all payments are made to suppliers within the stipulated timeframe and managing accounts payable within the pre-set parameters.

Strategic and tactical planning:

- ♦ Jointly participated in developed strategies that invest in future sustainable business success. Display purpose in achieving overall business objectives. Provided information to Chief Executive Officer and Chief Investment Officer on company's projections and assisted on sorting company's issues.

Accounting:

- ♦ Monitoring order processing, credit clearance as per company's credit policy; scrutinizing the vouchers before payment as per the company's procedure and processes.
- ♦ Taking the adequate measures for accounts payable and receivable in timely manners.

Logistics:

- ♦ Forecast and Plan purchase orders.
- ♦ Ensure stocks are available when ordered by customer; avoid Out Of Stock situation all time.
- ♦ Follow-Up with customers to ensure delivery is received with any issues

Team Management & Performance Management:

- ♦ Identifying and implementing strategies for building team effectiveness by promoting a spirit of cooperation between team members.
- ♦ Identifying newer opportunities, formulating business strategies, strategic utilization and deployment of available resources to achieve organizational business objectives.
- ♦ Design and implement tangible Performance Management Systems and relevant reward mechanisms.
- ♦ Competency profiling and mapping followed by career and succession planning.

General Administration:

- ♦ Developing and implementing security policy, standards, guidelines and procedures to ensure ongoing maintenance of security.
- ♦ Coordinating with internal and external authorities such as govt. and civil agencies for general administration and logistics.
- ♦ Supervising and maintaining the infrastructure of the office complex.
- ♦ Up keeping and maintaining of discipline, security, investigation of all cases of discipline, man management.
- ♦ Monitoring safety of the office on top priority ensuring safety norms.
- ♦ Ensuring statutory compliance at all levels involving liaison with external agencies, Govt. authorities.
- ♦ Supervising various personnel administration activities such as records, leave register etc
- ♦ Coordination between different departments for smooth functioning of the organization.

Work Accomplishment

Head of Department (HR/Admin/IR) – Fluid Technology International (Pvt.) Limited – Karachi, Pakistan.

Human Resources Responsibilities:

- ➔ Support the CEO in the creation of the Human Resources strategy.
- ➔ Set a clear direction for HR Operations, enabling delivery of the HR plan.
- ➔ Evaluate the outcomes of the HR Strategy and ensure it remains appropriate and in line with KPIs.
- ➔ Understand the unique roles and responsibilities, strategic goals, and business plans of each division in order to provide a proactive HR service.
- ➔ Continually review the service provided ensuring it meets the needs of users.
- ➔ Develop and maintain effective internal relationships with key stakeholders.
- ➔ Ensure innovative recruitment and succession planning is in place.
- ➔ Ensure trends and experience are used to inform future resource allocation and that resources are balanced across all areas.
- ➔ Ensure implementation of effective HR communication and develop opportunities for involvement and participation.
- ➔ Manage develop and motivate a remote team of HR professionals.
- ➔ Manage department expenditure within agreed budget.
- ➔ Manage the outsourced contracts accepting a personal case load.
- ➔ Deputize for the Board meetings as required.
- ➔ Project Management in terms of Recruitment, project assessment & evaluation.
- ➔ Carry out any additional duties as reasonably requested by line management.

Administrative & IR Responsibilities:

- ➔ Formulates policy and directs and coordinates industrial relations activities of organization, formulates policy for subordinate managers of departments, such as employment, compensation, labor relations, and employee services, according to knowledge of company objectives, government regulations, and labor contract terms.
- ➔ Writes directives advising department managers of company policy regarding equal employment opportunities, compensation, and employee benefits.
- ➔ Analyzes wage and salary reports and data to determine competitive compensation plan.
- ➔ Studies legislation, arbitration decisions, and collective bargaining contracts to assess industry trends.
- ➔ Consults legal staff to ensure that policies comply as per government law.
- ➔ Prepares personnel forecast to project employment needs.
- ➔ Writes and delivers presentation to corporate officers or government officials regarding industrial relations policies and practices.
- ➔ Liaisoning with govt. departments, Labor Management, Maintaining & updating all statutory compliances.
- ➔ All Govt. Inspection and Audit, Update & Maintain various HR Policy & Practices, Creating Payroll approximate 500 employees.
- ➔ Supervise attendance, absenteeism of company staff, Maintain leave records i.e. CL, SL, and PL/EL.
- ➔ Issue I Card/Punching Card, Leave Card etc., maintained the records of Joined, Resigned & Attrited Employees.
- ➔ Supervising overall Factory Housekeeping activities & accommodation. – Query Handling/ Resolution of Grievance.

Head of Human Resources – Wahaj Hussain's Group – Karachi, Pakistan.

- ➔ Maintains and enhances the organization's human resources by planning, implementing, and evaluating employee relations and human resources policies, programs, and practices.
- ➔ Maintains the work structure by updating job requirements and job descriptions for all positions.
- ➔ Maintains organization staff by establishing a recruiting, testing, and interviewing program; counseling managers on candidate selection; conducting and analyzing exit interviews; recommending changes.
- ➔ Prepares employees for assignments by establishing and conducting orientation and training programs.
- ➔ Maintains a pay plan by conducting periodic pay surveys; scheduling and conducting job evaluations; preparing pay budgets; monitoring and scheduling individual pay actions; recommending, planning, and implementing pay structure revisions.
- ➔ Ensures planning, monitoring, and appraisal of employee work results by training managers to coach and discipline employees; scheduling management conferences with employees; hearing and resolving employee grievances; counseling employees and supervisors.
- ➔ Maintains employee benefits programs and informs employees of benefits by studying and assessing benefit needs and trends; recommending benefit programs to management; directing the processing of benefit claims; obtaining and evaluating benefit contract bids; awarding benefit contracts; designing and conducting educational programs on benefit programs.
- ➔ Ensures legal compliance by monitoring and implementing applicable human resource federal and state requirements; conducting investigations; maintaining records; representing the organization at hearings.
- ➔ Maintains management guidelines by preparing, updating, and recommending human resource policies and procedures.
- ➔ Maintains historical human resource records by designing a filing and retrieval system; keeping past and current records.
- ➔ Establishes and maintains department records and reports. Participates in administrative staff meetings and attends other meetings, such as seminars. Maintains company organizational charts and employee directory.
- ➔ Human resource operational requirements by scheduling and assigning employees; following up on work results, maintains human resource staff by recruiting, selecting, orienting, and training employees.
- ➔ Maintains human resource staff job results by counseling and disciplining employees; planning, monitoring, and appraising job results, and contributes to team effort by accomplishing related results as needed.

Senior Manager HR & Internal ISO Auditor – Steelman Electro Mechanical Company LLC – Dubai, UAE.

- ➔ Played a key role in extending key consultancy of the ISO standards to the companies and preparation of the standards' manual in-line with the organizations' principles and objectives.
- ➔ Devised and implemented effective policies and programs.
- ➔ Ensured strict adherence to ISO 9001:2008, OHSAS 18001:2007
- ➔ Actively participated in customer safety programs, prepare marketing strategies and training programs.
- ➔ Established quality standards and implemented stringent quality assurance/control systems in the operations to enhance quality of products/service.
- ➔ Interviewing & recruiting recommendations for technical staff & rating and appraisals for existing staff.
- ➔ Conducted Monthly Safety Steering Committee Meetings and Site Safety Meetings for discussing the Health, Safety, Welfare and Environment Action Points, Monthly Safety Audits and following up for correcting the deviations in the safety systems and Monthly Safety Briefing to the shop floor people for Safe Work Practices in the Site, communicating the safety incidents and corrective/preventive actions for avoidance of incidents.
- ➔ Effectively implemented and demonstrated the required RRR (reduce, recycle and return) system as per organizational environmental protection and conservation schemes.
- ➔ Administer a variety of human resources programs and functions including employee relations issue resolution, benefit changes, worker's compensation claims, job classification reviews, performance appraisal program, recruiting, on boarding, exit interviews, etc., and processes and maintains all records in accordance with existing policies and procedures.
- ➔ Consistently applying company policies and procedures in ways which meet government, regulatory, and/or accreditation reporting and maintenance standards thereby identify gaps in existing HR policies and contribute to the development of new HR policies and procedures.
- ➔ Effectively implemented and drafted - Time & Attendance policy, Leave policy, Payroll policy, Exit and Joining Formalities, Code of Ethics and ensure strict adherence of all employees to the same and highlighted concerns to the necessary authorities as and when reported / identified.
- ➔ Build and maintain the local manpower plans, challenge clients on new roles, replacement strategy, co-ordinate over workforce supply and demand to recruit, screen and hire employees and supports HR staff in routine or large-scale recruitment activities at the location, business unit level.
- ➔ Support the business area with the management development of their people, providing advice, guidance and arranging ad-hoc training on Personal Development Plans and work with the business area to identify employees with high potential, develop career paths in consideration of key roles for succession planning and self-development.
- ➔ Support the businesses in the Job Evaluation / Pay Benchmarking process for new positions or substantially changed roles including the provision of advice and guidance on the Reward and Recognition Strategy for that business area.

Manager Operations CAA – Dubai Airport (Free Zone) - Dubai, UAE.

- ➔ Maintain queries for up to 500 customers from all over the world and proceed their required services to concern department & reported.
- ➔ Ground operations and facilitate both parties (customer & CAA) with technical team support & handling services.
- ➔ Look after CAA invoicing and prepared reports for credit and settlement.
- ➔ Team management and assign work flow as per job requirements.
- ➔ Provide Technical support & Training for internal official systems and update database Management.
- ➔ Manage Agents networks, which work's in 25 different countries & giving best services for our respective customers and Civil Aviation Authorities.
- ➔ Internal/external correspondences, transcribe accounts book, look after service charges & invoicing, booked final posting for internal system.

HR & Admin Manager / Corporate Office – Oud Maitha Securities - Dubai, UAE.

- ➔ Plan, develop and implement strategy for HR management and development including recruitment and selection policy/practices, counseling, contracts, training and development, succession planning, moral and motivation, culture and attitude development, performance appraisal and quality management issues.
- ➔ Streamlined HR processes, resolved critical manning issues, payroll, handled confidential information and sensitive issues of the company.
- ➔ Work closely with senior managers to ensure proper implementation of HR policies in all departments.
- ➔ Manage employee grievances by conducting thorough investigations, disciplinary hearings and resolving those through proper counseling sessions with employees and supervisors.
- ➔ Determine the level, importance, complexity, and value of each job within the company through a job evaluation systematic process.

Senior Finance Executive – Mobilink, Pakistan

- ➔ Internal/external correspondences, transcribe accounts book, look after service charges & invoicing, booked final posting for internal system.
- ➔ Managing all facets of finance, extensively liaised within and outside the company for resolving issues related to finance, facilities and operations.
- ➔ Tracking all key business and monetary issues pertaining to accounting operations including payables, receivables, and monthly reconciliation.
- ➔ Responsible for paid invoices, cash receipts and refunds to enhance the company's financial sustainability & growth.
- ➔ Providing financial/accounts support for the department/division such as assisting visitors and resolving a range of billing problems and inquiries.
- ➔ Communicating effectively with vendors to ensure all company purchase orders are received accurately; quantities and prices are according to approved mark-up policy.
- ➔ Supervising and inspecting installation, modification, testing and operation of all internal financial systems thus monitoring quality standards and safety measures, ascertaining all operational regulations are adhered to.
- ➔ Granting financial support for various departments, handling all day to day financial operations duties.

Additional: Working free-lancer as HR Consultant/Adviser and Event Organizer.

EVENTS/CONSULTANCIES DONE AS FREELANCER

- 1. Tamweel PJSC** - Complete HRMS up-gradation and implementation
 - 2. Cupola** - Training & Development, SOP's
 - 3. Software House** - SOP's and Organization Development plan
 - 4. Dawn Group** - SOP's, IR and Events
 - 5. Dubai Intl. Film Festival (DIFF)** organized by Tecom (Guest Relation & Hospitality Dept. as an Transport Manager)
 - 6. Dubai World Cup (horseracing)** organized by Dubai Racing Club (as an Logistics Supervisor)
 - 7. Dubai Air Show** organized by Middle East Business Aviation (M.E.B.A), F & E Aerospace (as an Duty Planner Supervisor)
 - 8. Dubai International Poetry Festival** organized by Sheikh Majid Bin Mohammad Bin Rashid Al Maktoum (as an Logisti Supervisor)
 - 9. GITEX** organized by Dubai World Trade Centre (DWTC) (as an Shift Manager)
 - 10. KARSANZ (Pvt.) Ltd.** - SOP's, Training & Development, Payroll and Restructuring
- Also participated in various events, exhibitions & campaigns.

Personal Details

Date of Birth	28-July-1972
Languages	English, Urdu & Arabic (Basic Working Knowledge)
Preferred Location	<u>Ready to relocate any viable place</u>

References - Available upon Request