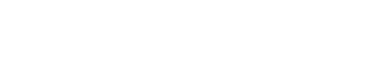


***Zahid Sultan***

***Human Resource Management***



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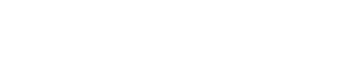
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February 26th, 1994



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New Haji Camp

6 ,

Sultanabad City Karachi



***Why Zahid?***

* A goal-oriented, forward-thinking, hardworking, passionate and flexible individual with refined interpersonal and multitasking skills. Looking forward to connect to a reform organization as a passionate individual.

* Diligent professional possessing ability to propose competitive wages for the labor market that doesn’t exceed the organization's budget.

* Goal-driven professional, possessing strong business acumen with reflective observation demonstrating the credibility of HR staff, addressing employee issues as soon as they surface and ensuring that employees have a safe work environment are just some of the objectives under the umbrella of strengthening the organization's relationship with its workforce

|  |  |  |
| --- | --- | --- |
| **CORE STRENGTHS & ENABLING SKILLS** | |  |
| * Human Resource Management * Employer-Employee relationship * Talent Acquisition * Learning & Development | * Compensation Structure * Minimize Workplace injuries * Strategic Management * Organizational Management | * MS Office * Interpersonal Skills * Communication Skills * Team Work |

# PROFESSIONAL EXPERIENCE

*March 2020 – Present*

## HR Assistant• Efroze Chemical Industries (Pvt.) Ltd. – Pharma Division

## Responsibilities:

* Executing recruitment process with respect to selection and joining
* Maintenance of letters of appointment, confirmation, transfers, extension and experience.
* Maintenance of employee records manually and in-house software
* Contractual Hiring within Head office and Factory staff in association with the directors’ approval
* Answered inquiries and addressed resolved or escalated issues to management personnel to ensure employee satisfaction.
* Assist with event planning and arrangements.
* Clearance and FNF
* EOBI & SESSI
* Health and Life Insurance

**Assignments and Achievements**

* Initiation of Training Culture
* Creation of Training Presentation & Programs and its execution.
* Revision of Recruitment Policy and creation of new Hiring SOP

*Nov 2017 – Feb 2020*

## Customer Services Officer • TCS Courier Services (Pvt.) Ltd. Karachi, Pakistan

## Responsibilities:

* Handle customer quarries as per the set standards
* Provide customer support and real time order tracking
* Respond to customer queries; handle product inquiries and guide shipment delivery to customers
* Liaise with other departments and operations to handle issues on service delivery
* Ensure set KPI’s are followed to enhance customer satisfaction.
* Investigating Courier Officers regarding unethical behavior and their counseling
* Assisting shift Operations Manager with respect to report writing.

# CERTIFICATIONS

* 3 months Microsoft Office Course from Infra Professional Training Centre
* Certificate in Industrial Relations from DPA University of Karachi

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# PROFESSIONAL QUALIFICATION

## MPA: HRM – 2019

University of Karachi - UOK

Karachi, Pakistan

## B.COM: Accounts – 2016

University of Karachi - UOK

Karachi, Pakistan

## HSC – Pre-Engineering 2012

Sindh Madrassa tul Islam College

Karachi, Pakistan

## SSC – Science 2010

Star Academy Secondary School

Karachi, Pakistan

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# REFERENCE

Available upon request

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