Fatema Ebrahim, BCOM, CHR

HR Generalist / Payroll



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ABOUT ME



Pursuing the challenging position of payroll administrator with different establishments. Offering extensive skills in payroll processing, employee payroll cataloging, and payroll conversion procedures, for the benefit of the organization.

Innovative designer of organizational and staffing strategies to include succession planning, developing and implementing programs and processes that improve recruitment and retention of top talent

Proactive problem solver, communicator and people manager skilled in improving compliance and reducing risk, creating performance management initiatives.

PROFESSIONAL EXPERIENCE



HR Administrator - June 2018 - present

Zayani Infosystems Middle East W.L.L – Kingdom of Bahrain

- Coordinate office activities and operations to secure efficiency and compliance to company policies.
- ✓ Audit of Monthly payroll administration including payroll, salary updates, attendance, sick leave and cancelled of public holidays.
- Manage phone calls and correspondence (e-mail, letters, packages etc.)
- ✓ Submit timely reports and prepare presentations/proposals as assigned.
- Assist colleagues whenever necessary.
- Assist in resolving any administrative problems.
- Identify training needs as a result of the feedback shared during employee one to one
- Maintaining of Employee Personal Files and updating the employee's information in the systems.
- Responsible of Invoice deliveries to customers.

Customer Service Representative - Dec 2017 - Feb 2018

Silah - Viva call center - Kingdom of Bahrain

- ✓ Assisting VIP Customers in their Sim Card Registration.
- ✓ Outbound agent, arranging appointments for fingerprint project.
- ✓ onduct daily sales to meet the monthly individual and shop sales targets and to act as professional position to answer customers' enquiries about VIVA's products & services.
- ✓ Promote and sell all VIVA products.
- ✓ Build a good knowledge of the market environment and competition in order to retain and gain new customers.

Human Resources - Payroll - July 2017 - Sep 2017

Central Municipal Council – Kingdom of Bahrain

- ✓ Entering date related to employee's leave request.
- ✓ Audit of Monthly payroll administration including payroll, salary updates, attendance, sick leave and cancelled of public holidays.
- ✓ Prepare relevant letters, certificate, documents requested by the employee for approval and arrange for HR Manager.
- ✓ Attend to Employee queries.
- ✓ Maintaining complete employee files and record.
- Conducted employment verifications and investigations.
- Maintaining of Employee Personal Files and updating the employee's information in the systems.

EDUCATION

Bachelor of Business Management 2012 - 2017

Bahrain University, Kingdom of Bahrain

High School 2009-2012

Sitra Secondary School, Bahrain

REFERENCES

References will be provided upon request.