

# FASSIH UL HASSAN

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Experienced in Human Resources Administration, adept at managing multiple priorities with a well-organized approach. Skilled in adapting to new work methods, I possess strong administration skills and handle sensitive information with confidentiality. My track record includes meeting deadlines and proactively seeking solutions. As a forward-thinking individual, I navigate ambiguous and time-pressured situations effectively. Proficient in Microsoft Office suite, including Word, Excel, and Outlook, I am poised to contribute effectively to organizational success with my versatile skill set and proactive mindset.

## Education

**MSC Human Resource Management** - (Graduation – 15<sup>th</sup> Feb 2025)

Huddersfield University

**Bachelors in Business Administration** - (2017 – 2021)

Foundation University (Academic Partners with University of Bedfordshire) – Grade 3.0/4.0 CGPA

## Work Experience

### **Executive People Success (HR Operations) | 10pearls**

18th October, 2021 - 24th January, 2024

- Cultivated and maintained strong relationships with employees, resulting in a 40% improvement in overall employee satisfaction.
- Continuously managed and enhanced HR IT systems, Internal spreadsheets, reports, and documentation. Provided support and assistance on HR projects and initiatives, such as system upgrades, policy changes, and training programs.
- Successfully managed a comprehensive talent management program m by preparing post-hiring onboarding documentation and announcements, orientation, running end-to-end exit process, processing attendance, promotions, retention, transfers, payroll, leaves and benefits through internal HCM software.
- Developed and maintained robust working relationships, contributing to a significant surplus in efficiency in understanding and aligning with business processes.
- Assessed quarterly & bi-annual continuous improvement programs to measure employee's success rate and participated in continuous improvement initiatives and contributed ideas for enhancing HR processes and procedures.
- Overlapping duties in the Talent Acquisition Department include involvement in the recruitment/hiring process by sourcing candidates, conducting background checks (internal and external), and assisting in shortlisting, among other tasks.
- Established regular employee engagement initiatives, while interacting with employees on a regular basis to understand their needs and to provide workable sound solutions, increasing overall employee satisfaction by 50% and promoting a positive workplace culture.
- Collaborated closely with the Talent Acquisition Team to spearhead HR induction for new starters, ensuring a seamless and compliant onboarding process for 100% of new employees.
- Ensured seamless delivery of HR services from initial inquiry through resolution, providing comprehensive support to employees and stakeholders.
- Successfully supported and executed People & HR projects, contributing to a 25% improvement in overall employee lifecycle management efficiency. Work collaboratively with HR team members to deliver end-to-end HR services and solutions to the organization & demonstrated a willingness to learn about HR processes and practices.

### **Relationship Manager | United Bank Limited**

26<sup>th</sup> April - 24<sup>th</sup> August, 2021

- Nurtured positive client relations through effective communication and personalized interactions.
- Consistently achieved daily sales targets by employing proactive strategies.
- Demonstrated proficiency in resolving customer complaints and addressing issues promptly.
- Conducted thorough customer profiling to tailor sales approaches and foster long-term relationships
- Executed successful sales calls, showcasing persuasive communication skills and product knowledge.

## **Key Skills**

- Microsoft Excel/Power Point/Outlook
- Employee Management
- Relationship Building
- Mentee Training
- Continuous Improvement Management
- Communication Skills
- HRIS (Pulse)
- Pro Active & Critical Thinking

## **References**

### **Amna Aziz**

Associate Manager People Success  
10Pearls

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### **Nida Abbas**

Assistant Professor  
Foundation University

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