

## Contact

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(LinkedIn)

## Top Skills

HR Operations  
KPI Tracking  
Human Resources Information  
Systems (HRIS)

## Languages

Urdu (Full Professional)  
English (Full Professional)  
Punjabi (Native or Bilingual)  
German (Elementary)  
Arabic (Limited Working)

## Certifications

Youth and Disarmament  
Gender Perspectives on  
Disarmament  
Introduction To World Religions  
(Comparative Religions Course)  
Introduction to Digital Journalism  
Islami Tarbiyyati Course (اسلامی  
تربیتی کورس)

## Publications

The Impact of Cyberterrorism on  
Global Security

# Muhammad Waleed Akhtar

HR & Payroll Manager at SkilledForce | CRM & Virtual Workforce  
Trainer | HR & Policy Strategist | KPI Framework & Career Branding  
Specialist | ATS Resume Expert | International Relations Researcher  
Islāmābād, Pakistan

## Summary

I am an HR & Payroll Manager at SkilledForce with a proven record of driving efficiency, compliance, and employee engagement through strategic HR leadership and workforce management. Over the course of my career, I have designed and implemented HR strategies that strengthen organizational performance while creating environments where employees thrive.

In my current role, I manage the complete spectrum of HR operations, including payroll processing, HRIS management, recruitment, onboarding, benefits administration, compliance, and employee engagement. I have successfully standardized 15+ SOPs, introduced workflow automation tools that cut administrative time by 25%, and developed KPI-based frameworks that improved accountability and performance visibility across the company.

Previously, as Assistant HR Manager, I led onboarding and training programs for 40+ professionals, equipping teams with expertise in ATS compliance, LinkedIn optimization, resume development, U.S. hiring practices, and CRM workflows. I also developed a Go High Level CRM training program, reducing onboarding time by 25% and improving service turnaround by 20%. This experience sharpened my ability to combine HR strategy with workforce training to achieve measurable outcomes.

I am passionate about aligning HR operations with business growth, fostering employee retention through engagement initiatives, and building high-performance teams that contribute directly to organizational success.

Let's connect and explore how strategic HR can create lasting business impact!

#HumanResources #HRLeadership #PayrollManagement  
#TrainingAndDevelopment #EmployeeEngagement  
#WorkforceTrainer #TalentDevelopment #ATSCompliance  
#WorkflowAutomation #TeamLeadership #EmployeeRetention

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## Experience

### SkilledForce

1 year

#### HR & Payroll Manager

August 2025 - Present (2 months)

Islāmābād, Pakistan

Oversee payroll operations, performance evaluation systems, employee retention strategies, and cross-functional coordination for 20+ team members across Virtual Assistance, Customer Success, CRM, Content, and Marketing teams. Drive operational efficiency, workforce engagement, and strategic HR alignment to support business growth.

#### Key Responsibilities & Achievements:

**Payroll & HRIS Management:** Manage accurate and timely payroll processing while ensuring compliance and leveraging HRIS systems for data accuracy and reporting.

**Performance Evaluation Systems:** Designed and implemented KPI-based frameworks to monitor output, improve decision-making, and boost team performance.

**Employee Retention & Engagement:** Developed initiatives to strengthen employee satisfaction, reduce turnover, and foster long-term commitment.

**Cross-Departmental Coordination:** Facilitate collaboration between departments to align goals, streamline workflows, and enhance delivery quality.

**Operational Efficiency:** Strengthened processes and communication channels, contributing to sustained productivity and improved service outcomes.

#### Assistant HR Manager

October 2024 - August 2025 (11 months)

Islāmābād, Pakistan

Began my journey with SkilledForce in October 2024 while completing part-time resume writing at Nausal Technologies, transitioning fully into the Assistant HR Manager role by February 2025. Led comprehensive onboarding, training, and process optimization for over 40 professionals, ensuring workforce readiness and service excellence in alignment with U.S. hiring standards.

#### Key Responsibilities & Achievements:

**Training & Skills Development:** Directed onboarding and skill enhancement programs covering U.S. hiring practices, executive resume writing, ATS compliance, CRM workflows, LinkedIn optimization, and job search strategy.

**CRM Training Program:** Designed and delivered a complete Go High Level CRM training course with instructional modules and assessments, reducing onboarding time by 25% and increasing operational productivity by 20%.

**SOP Development:** Created and implemented Standard Operating Procedures (SOPs) that improved turnaround time by 20% and standardized service delivery.

**Workflow Optimization:** Built streamlined processes for sourcing roles, recruiter outreach, and profile enhancement, improving both speed and quality of execution.

**Performance Enablement:** Mentored team members to produce higher-quality resumes, cover letters, and client deliverables, boosting client satisfaction and placement success rates.

#### CareerBooster.Ai

Virtual Assistant

December 2024 - January 2025 (2 months)

Islāmābād, Pakistan

Served as a Virtual Assistant for CareerBooster's CareerJumpStart Service (CJS), delivering tailored career support for U.S.-based professionals. Focused on LinkedIn optimization and job search execution to enhance client visibility and market competitiveness.

#### Key Responsibilities & Achievements:

LinkedIn Optimization: Enhanced client profiles through keyword-rich summaries, skills alignment, and branding strategies to increase recruiter outreach.

Targeted Job Search Execution: Conducted personalized role sourcing on LinkedIn, Indeed, and Glassdoor, matching client profiles to high-fit opportunities.

Recruiter Engagement Strategies: Guided clients on outreach messaging and connection requests to expand professional networks and improve job lead quality.

Professional Branding Support: Created impactful cover letters, summaries, and application materials that reflected client career goals and industry positioning.

## Nausal Technologies

### Content and Resume Writer

October 2024 - November 2024 (2 months)

Islāmābād, Pakistan

Provided professional resume writing services for Elite Resume Services, delivering ATS-optimized, market-aligned career documents for U.S.-based professionals.

### Key Responsibilities & Achievements:

Resume Development: Created 40+ ATS-compliant resumes tailored to client goals and industry requirements, improving hiring potential and recruiter visibility.

Project-Specific Branding: Adapted tone and formatting to align with Elite Resume Services' executive branding standards.

LinkedIn Profile Enhancement: Developed keyword-optimized LinkedIn summaries and experience sections to improve search rankings and profile strength.

Client Collaboration: Engaged with clients to understand career objectives and customize documents for maximum impact.

## Global Defense Insight

### Research Fellow

July 2024 - September 2024 (3 months)

Islāmābād, Pakistan

Contributed to global defense and security discourse through in-depth research on cyberterrorism, geopolitical strategy, and emerging military trends. Produced thought leadership content and collaborated with senior analysts to deliver well-researched insights for international audiences.

#### Key Responsibilities & Achievements:

**In-Depth Research & Analysis:** Investigated global security dynamics, focusing on cyberterrorism threats, defense strategies, and geopolitical shifts.

**Published Work:** Authored "The Impact of Cyberterrorism on Global Security", published on September 1, 2024, contributing to academic and policy discussions.

**Journalism Training:** Completed Reuters' Introduction to Digital Journalism course, enhancing skills in news reporting, fact-checking, and media ethics.

**Collaborative Research:** Partnered with senior researchers to validate findings and strengthen analytical accuracy for high-quality publications.

## OffSetup

2 years

### Data Entry Operator

October 2022 - September 2024 (2 years)

Islāmābād, Pakistan

As a Data Entry Operator for 365Sol under OffSetup, I ensured the integrity, accuracy, and consistency of large-scale U.S.-based business data. My work directly contributed to platform growth, improved user experience, and operational efficiency.

#### Key Responsibilities & Achievements:

**High-Volume Data Entry:** Accurately entered 3,000+ hotels, resorts, and vacation rentals into the 365Sol platform, maintaining 100% accuracy and error-free records.

Database Expansion: Enhanced platform reach in the travel industry by expanding verified property listings, increasing availability for end users.

Quality Assurance: Applied strict data validation protocols to maintain consistency and reliability across listings.

Workflow Optimization: Implemented efficient processing techniques, reducing errors and increasing productivity.

### Website Content Writer

August 2023 - January 2024 (6 months)

Islāmābād, Pakistan

Alongside my full-time data entry role, I served as a part-time Website Content Writer for BK Associates and Filer.pk, producing SEO-driven content to boost online visibility, audience engagement, and brand credibility.

### Key Responsibilities & Achievements:

Content Development – BK Associates: Wrote engaging service pages, company profiles, and blog articles highlighting construction trends, design innovations, and project delivery strategies to strengthen brand authority.

Content Development – Filer.pk: Created comprehensive, user-friendly guides simplifying Pakistan's tax filing process, enabling individuals and businesses to navigate registration and compliance with ease.

SEO Strategy Implementation: Applied keyword optimization and SEO best practices, improving organic search rankings and driving higher website traffic.

Market & Audience Research: Conducted competitor analysis and audience profiling to tailor content strategies, ensuring relevance and increased engagement.

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## Education

International Islamic University, Islamabad

Bachelor's degree, International Relations and Affairs · (February 2022 - February 2026)