

Huma Mudassir

Contact Details

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Marital Status: Married

Nationality: Pakistani

Address: Lane 4, Adiyala Road, Rawalpindi

Education

MSC
(Economics)
MSC
(Education)
B.Com IT
IELTS

Language

s English
Urdu
Punjabi

Professional Experience

Sr. HR & Admin Manager(2024-Present)

Legends Enclave

- Oversee and manage the recruitment process, including job postings, candidate sourcing, interviews, and onboarding.
- Collaborate with department heads to identify staffing needs and develop job descriptions.
- Conduct background checks and references for potential employees.
- Ensure a smooth onboarding process for new hires and conduct orientation sessions.
- Serve as the point of contact for employee concerns and grievances, resolving issues in a fair and timely manner.
- Foster a positive workplace culture by promoting engagement and morale-building activities.
- Manage employee discipline and terminations in accordance with company policies.
- Conduct exit interviews and analyze feedback for continuous improvement.
- Develop, implement, and maintain performance management systems, including appraisals and feedback mechanisms.
- Provide coaching, support, and guidance to managers on performance improvement plans.
- Identify high-performing employees and collaborate with management on career development plans.
- Identify training needs and develop programs to enhance employee skills and productivity.
- Coordinate internal and external training opportunities, including workshops, seminars, and online courses.
- Manage leadership development initiatives to prepare employees for future roles.
- Administer employee benefits programs (health insurance, retirement plans, etc.) and ensure timely updates.
- Manage payroll processing in collaboration with the finance department.
- Conduct market research to ensure competitive compensation practices.
- Address employee inquiries regarding compensation, benefits, and policies.
- Ensure that all HR practices are in compliance with local, state, and federal employment laws.
- Develop, update, and maintain HR policies and procedures, and ensure they are effectively communicated to all employees.
- Manage employee records, ensuring confidentiality and data security.
- Handle compliance with labor regulations, including health and safety standards.
- Develop and implement HR strategies and initiatives aligned with the business strategy.
- Monitor HR metrics and report on workforce trends, turnover, and retention rates.
- Lead organizational change initiatives to support company growth and transformation.
- Lead the HR team in daily activities and long-term goals.

Sr. Manager Administration, HR and Procurement (2019-2024) Square Nine International

- & Oversee all administrative functions, including facility management, office supplies procurement, vendor management, and budgeting Ensured smooth and efficient daily operations.
- & Develop and implement administrative policies and procedures with company standards.
- & Lead a team of administrative staff, providing guidance, coaching, and performance evaluations. Collaborate with department heads to identify administrative needs and

IT Skills

Computer

Skills MS office

Report Writing

CRM

ERP

Professional Skills

- Good communication skills
- Operational management
- Budgeting & Financial Management
- Result Oriented
- Logistic Management
- Team Management

streamline processes.

- & Manage office space planning and maintenance, ensuring a safe and productive work environment
- & Negotiate contracts with vendors and service providers to optimize cost savings and quality of services.
- & Monitor and manage the administrative budget, identifying cost- saving opportunities and controlling expenses.
- & Coordinate logistics for company events, meetings, and conferences.
- & Monitor all marketing campaigns (Outdoor, TVC etc)

Asst. Manager Administration and Procurement (2016-2019) Agency 21 International

- & Accounts handling i.e. prepare profit & loss statement, prepare record of sales revenue, ledger petty cash, prepared vouchers.
- & Ensure timely purchasing of all office supplies and their deliveries to other branches.
- & Lead and supervise the team of coordinators. Ensure smooth function of all branches.
- & Provide administrative and secretarial support including manage the schedule, travel and handling telephone communications.
- & Deal with administrative problems and arrangements screening inquiries.
- & Collect, enter and update data to maintain departmental records, establishes and maintain files and record for the office record.
- & Deal with administrative problems and arrangements screening inquiries.
- & Compose and prepare written documents and correspondence, evaluate incoming and outgoing correspondence.
- & Coordinate and oversee day to day management of supplies, equipment and facilities for the organization.

Admin Officer (2013-2016) Emaar Pakistan

- & Provide administrative and secretarial support including manage the schedule, travel and handling telephone communications.
- & Deal with administrative problems and arrangements screening inquiries.
- & Collect, enter and update data to maintain departmental records, establishes and maintain files and record for the office record.
- & Deal with administrative problems and arrangements screening inquiries.
- & Compose and prepare written documents and correspondence, evaluate incoming and outgoing correspondence.
- & Coordinate and oversee day to day management of supplies, equipment and facilities for the organization.

Customer Services Officer (2009-2011)

Zong (China Telecom)

- & Answer inquiries on calls by clarifying desired information with product knowledge.
- & Resolve problems and issues and provide or implement solutions, or escalate unresolved and priority issues to concern department
- & Ensure customers satisfaction. Provide quality customer's services on every call, keeping in view company's policy and procedures.
- & Resolve customer's query/complaint in efficient manner with good communication skills.
- & Compose and prepare written documents and correspondence, evaluate incoming and outgoing correspondence. Met daily targets within given time period. Up selling of new promotions or offers in accordance with company sops.