

Muhammad Umar

Manager HR / Admin | Human Resources | Office & Project Administration

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PROFESSIONAL SUMMARY

Results-driven **HR & Admin Manager** with 7+ years of experience managing workforce operations, compliance, and administrative systems across public-sector and institutional environments. Currently overseeing HR operations for a **1,200-person workforce** across 56 project sites under the Suthra Punjab government initiative. Recruited 500+ staff, maintained a 75% grievance resolution rate, and led the team through a successful government audit. Holds a BS in Educational Management (**Gold Medalist, CGPA 3.97/4.0**) from the University of Lahore. Brings a structured, process-driven approach to HR challenges — building systems that keep large-scale operations running efficiently even under pressure.

WORK EXPERIENCE

Manager HR/Admin

SB Engineering JV – Sadiqabad

January 2025 – Present

- Recruited and onboarded **500+ non-technical staff** within project timelines, ensuring full workforce readiness across 56 operational sites under the Suthra Punjab initiative.
- Manage end-to-end HR operations for a **1,200-person workforce**, overseeing recruitment, contracts, deployment, and offboarding across all project sites.
- Coordinate **monthly payroll approval for 1,200+ employees**, liaising with senior stakeholders to ensure timely disbursement each month.
- Resolved **100+ employee grievances monthly**, maintaining a **75% resolution rate** while reducing escalations to senior management.
- Oversee daily and monthly attendance reporting across **56 project sites**, ensuring data accuracy for payroll processing and workforce performance tracking.
- Serve as primary HR liaison between **field teams, district administration, and government stakeholders** across all project locations, ensuring smooth operational execution.

Admin Officer

Asad Public School, Rawalpindi

July 2022 – December 2024

- Digitalized the entire student and staff record system, migrating from **manual registers to Google Sheets**, significantly improving retrieval speed, accuracy, and reporting efficiency.
- Managed administrative operations for an institution of **400+ students and 20+ staff members**, overseeing records, attendance, scheduling, and compliance documentation.
- Improved staff attendance accuracy by implementing a **digital monitoring system**, reducing manual reporting errors and saving significant administrative time each month.
- Maintained 100% documentation compliance for student admissions, fee records, and staff files across all academic terms.

Virtual Assistant

AUF Enterprise Ltd – Multan

May 2022 – June 2024

- Managed **full-cycle Amazon store operations** independently, including product hunting, listing optimization, inventory coordination, and shipment tracking.
- Served as sole virtual operator for an e-commerce business, handling **end-to-end workflow from supplier sourcing to customer order fulfillment**.

Admin Assistant

HN Science School, Multan

August 2016 – August 2018

- Provided **administrative support services** to **school management** and **teaching staff**, contributing to **efficient office operations**.
- Managed **filing systems**, **official correspondence**, and **records maintenance** for **students** and **faculty members** in line with documentation standards.
- Assisted in **student admissions processes**, **fee record management**, and **academic scheduling activities**.
- Supported **day-to-day school operations** through effective **administrative coordination**, **internal communication**, and **task follow-up**.
- Responded to **administrative inquiries** from **parents**, **students**, and **staff**, ensuring timely resolution and clear communication.

EDUCATION

Bachelor of Science in Education (Educational Management)

The University of Lahore

Graduated: 2023

- CGPA: 3.97 / 4.0
- Gold Medallist

SKILLS

- **HR & Administrative Skills**
Human Resources Management
Workforce Planning & Deployment
Recruitment & Onboarding Coordination
Attendance, Payroll & Contract Administration
Office Administration & Operations Management
- **Technical Skills**
Microsoft Office (Word, Excel, PowerPoint)
SAP Fundamentals
- **Professional Skills**
Documentation & Official Drafting
Communication & Interpersonal Skills
Time Management & Multitasking
Basic Graphic Designing
Content Writing

CERTIFICATIONS

- Google People Management Essentials
- Google Stakeholder Management
- Google AI Essentials
- Google Project Management