

YASIR MANZOOR

HR OPERATIONS & ASSESSMENT DEPLOYMENT PROFESSIONAL

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PROFESSIONAL PROFILE

HR Operations and academic administration professional with 10+ years experience in the deployment, contracting and coordination of all stakeholders on an end-to-end basis in an institutional context. Went through the whole cycle of hiring assessors, scheduling, assessing, assigning to assessors, and tracking their performance to meet contracted SLAs, all while working with large numbers of faculty members. Successful experience with maintaining accuracy of the database, answering questions from stakeholders, and adherence to standard operating procedures within challenging timeframes. Well experienced in HR operations and Examination management; having good organisational, communication and CRM skills. Proficient in Campus Management System (CMS) ERP for HR records, deployment tracking, and examination management. Experienced with MS Office suite and CRM-based communication systems. Eager to develop proficiency in Pearson-specific platforms including Gateway, iSeries, and Business Objects.

CORE COMPETENCIES

Examiner/Assessor Deployment & Allocation	Contract Management & SLA Adherence	Database Maintenance & Record Accuracy
Stakeholder & Client Coordination	HR Operations & Workforce Planning	Process Compliance & SOP Implementation
Performance Monitoring & KPI Reporting	Deadline Management Under Pressure	CMS ERP MS Office CRM Systems

WORK EXPERIENCE

TMUC Rawalpindi

Programme Manager & Lecturer

June 2025 – Present

- Responsible for coordinating academic programmes, and operational delivery, this will ensure issues with stakeholders are resolved in a timely manner within agreed service levels.
- Supervise academic documentation, scheduling and staff coordination according to institutional SOPs and governance structures.
- Support development of operational policies and contribute to process improvement initiatives.

Olive Pharmaceuticals

Manager HR & Administration

Sep 2019 – May 2025

- Managed end-to-end HR processes for a regulated organisation, similar to the Assessment Associate deployment cycle at Pearson, such as workforce deployment, contract management and compliance.
- Oversee the entire life cycle of the contracting process with a diverse group of people – issued contracts, followed up on responses, followed up with non-responses and topped up contracts to ensure there was no deployment gap, as per the AA contracting and allocation process.
- Managed and updated HR records and databases in various systems, keeping them accurate and updated with all staff and consultants on hand.
- Provided first-point-of-call HR support for all employees' queries, managing and resolving issues via agreed escalation processes and upholding high quality standards of communication with clients.

- *Established and maintained cooperative working links with colleagues, department heads and external agencies to facilitate effective staff deployment and allocation to agreed roles based on forecasted needs.*
- *Managed SLA compliance in all HR-related business processes and provided performance reports to leadership for decision making.*
- *Kept regulatory requirements and internal SOPs strictly adhered to, including audit-ready documentation of all HR and contractual activities.*
- *Coordinated finance to process salaries at the right time and ensure vendor payments on contractual payment cycle.*

Bahria University Head Office
Assistant Director – Examinations

Aug 2012 – Aug 2019

- *Large-scale deployment and coordination of faculty examiners and invigilation staff for multiple examinations taking place simultaneously — a direct parallel to Pearson's Assessment Associate deployment model.*
- *Covered and deployed faculty and invigilation staff to examinations across various programmes and timelines, ensuring that examinations are conducted on time and that necessary staff are available for the examinations.*
- *Implemented strict and accurate staff deployment tracking, schedules, and allocation records via Campus Management System (CMS) ERP system, with real-time status information.*
- *Managed Standardisation processes for Examiners (briefing, redating, QA followup)*
- *Completed administrative paperwork for all examiner contracts and appointments and liaised with HR and finance to ensure timely completion.*
- *Digitised workflow and optimised CMS ERP reduced examination processing time by 40%.*
- *Addressed large numbers of stakeholder inquiries, from initial contact to resolution, from staff, faculty and students.*
- *Completely adhered to institutional SOPs and governance in all deployment and examination operations.*

EDUCATION

MBA – Marketing

HEC Recognized University, Pakistan

BBA – Human Resource Management

HEC Recognized University, Pakistan

KEY ACHIEVEMENTS

- *Achieved a 40% reduction in examination deployment turnaround time at Bahria University by implementing CMS ERP and redesigning workflows.*
- *Effectively handled deployment and allocation of Examiners and Invigilators for thousands of students in simultaneous UG/PG Examinations.*
- *Ensured 100% contractual compliance over 6 years of HR operations at Olive Pharmaceuticals, with audit documentation in place at all times.*
- *Introduced and established a uniformed HR record keeping system, which decreased data discrepancies enormously across departments.*

REFERENCES

Available on request.