

# Syed Hassan Ghufan



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## About Me

**Birth:** 1986

**High School:** 2009

**Career Start-up:** 2007

**University Graduation:** 2014

**UAE:** 2014

**Current:** Looking for new position

**Languages:** English (Excellent), Arabic (beginner), Urdu (Excellent)

**Driving License:** Yes

## Profile Summary

Human Resources & Administrative Professional with over 09 years' experience in handling and managing main responsibilities of Human Resources Department including Human Resources Planning and Budgeting, Implementation of HRMS software, Induction & Onboarding, Performance Management, Talent Acquisition & Management, Policy Formation and executing Strategic and Special Projects, Job Evaluation & Updating Job Descriptions for Staff.

## Key Skills & Expertise

Talent Acquisition / Recruitment / Sourcing, On Boarding / Induction & Orientation / Employee Engagement & Relations / Management Reporting / Dashboards / Managing Organizational Communication / Training & Development (Expert Trainer) / HR policies & Procedures / Customer Care / Hospitality / SAP/ HRMS / Contact Center / MIS & CRM

## Career Key Achievements

- 1-Managed overseas executive hiring in Eltizam Group of 26 positions for the project in Oman within provided timelines without traveling.
- 2-Managed blue collar hiring of 100 staff through agencies within 3 weeks for new project in Tafawuq.
- 3-Practiced performance management activity for 300 plus staff in CBD under the supervision of HR manager & achieved the Taqdeer award for employee of the month.
- 4-Conducted 25 training sessions for sales in 3 months in CBD for new joiners without supervision, updated all training records & reports.
- 5-Supported credit departments of CBD to analyze the 289 cases of default customers updated all their records & helped collection team
- 6-Achieved award for employee of the year twice in TRG / IBEX for Recruitment of 200 plus successful candidates over a year & for being the most active trainer during the year.
- 7-Managed the updating of entire data base of staff for Bazaarwala.com & earned "People's Person" award.

## Employment History & Experiences

### Eltizam Group of Companies

**01/2019 – 12/2019**

Trusted Leaders in Asset Management sector, established in 2009, & one of the fastest growing family within GCC & Middle East

**Position:** Assistant Manager HR & Admin – Strategy, Planning, Recruitment & Training

### Job Responsibilities

#### Management:

Manage the effective achievement of Human Resources objectives through the leadership of the Human Resources Manager setting individual objectives, recruiting qualified staff, managing performance, developing and motivating staff and providing formal and informal feedback in order to maximize subordinate and unit performance.

#### Budgets & Plans:

Prepare and recommend the departmental, manpower, training budgets so that the business is aware of anticipated costs/revenues and areas of unsatisfactory performance are identified.



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**HR Policies and Procedures:**

Establish, Develop, maintain and monitor HR policies, processes and procedures encompassing all areas of HR activity in order to ensure consistency and equity of HR practices.

**Training and Development:**

Liaise with Line managers and directors to identify and analyze training and development needs, requirements and delivery style to ensure the most cost effective and training is achieved.

**Recruitment & Selection:**

Identify manpower needs and analysis and manage the manpower plan in order to obtain manpower results and set the manpower budget. Manage and execute the recruitment and exit plans to attract the appropriate caliber of people to meet the business objectives.

**Performance Management:**

Establish the implementation of appropriate processes for identifying key performance indicators to ensure clarity for managers & individuals to align with delivery of HR objectives.

**Reports:**

Supervise the preparation of timely and accurate departmental reports pertaining to Human Resources to meet HR departmental requirements, policies and standards. Taking care of operational HR and Admin reports & providing support to Admin team.

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**Commercial Bank Dubai (CBD)****08/2014 – 10/2018**

Region's fastest growing bank having shares with government of Dubai, have region's first Face book online branch & working with the vision "The Bank which leads the way to great financial & social prosperity"

**Position:** HR Executive – Generalist**Job Responsibilities****HR Policies and Procedures:**

Monitor HR policies, processes and procedures encompassing that all the departments are following the same practice followed & implemented by HR

**Training and Development:**

Conducting Induction session, Policy & Product training for new joiners, refreshers sessions & arranging the training schedule for higher management.

**Recruitment & Selection:**

Assist recruitment manager & team to identify the best talent from the market to join on immediate basis in order to support business

**Performance Management:**

Actively involved in the mid-yearly & yearly practice of performance management to achieve HR team goals by end of year.

**Reports:**

Prepare & manage the monthly half yearly & yearly reports for Management & updating data & creating dashboards for team performances

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**IBEX GLOBAL (A TRG COMPANY)****02/2012 – 02/2014**

A world class BPO that providing outsourcing in eleven different countries and have a very good repo among call centers in Pakistan

**Position:** HR - Recruitment Analyst**Job Responsibilities**

- To complete "End to End" recruiting & selection process for different departments of the organization
  - To control and maintain RMS and CRM (HR Software)
  - Conduct orientation of HR policies & procedures for new staff
  - To ensure the files are updated with complete required documentations of new hires
  - Coordinating with managers regarding new position & have resources in define time lines
  - To update & maintain the recruitment dashboard & publish monthly reports
  - To generate a pool of good candidates for future positions, Maintain & update job board as per requirement
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**TRG (The Resource Group)****07/2009 – 02/2012**

A world class BPO that providing outsourcing in eleven different countries and have a very good repo among call centers in Pakistan

**Position:** Learning and Development Executive**Job Responsibilities**

- To train new employees for their entire job responsibilities
- Conducting TNA for different departments to fulfill and identify areas of improvement
- Propose new trainings for tenure employees for betterment in performance
- To prepare new trainings according to current business needs
- Provide support to the employees in sales techniques
- Develop employees according to business culture and needs

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**Bazarwala.com****07/2007 – 06/2009**

An online vendor for all corporate sectors providing all office materials and stationery

**Position:** HR/Admin Executive**Job Responsibilities**

- To implement HR policies for staff & to complete day to day Administrative tasks & housekeeping
- Provide administrative support to operations department
- Scheduling transportation for management & daily operational tasks
- Have hotel & flight reservations for GM & CEO of company, Schedule interviews for new hires with managers
- Preparation of offer letter & appointment letter for new joiners

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**Education & Certifications**

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| ➤ Certificate in Internal Audit          | Emirates Foundation   | 2019 |
| ➤ Master in Administrative Science (MAS) | University of Karachi | 2014 |
| ➤ Bachelor in Commerce (B.Com)           | University of Karachi | 2012 |
| ➤ Intermediate Pre-Engineering (F.Sc.)   | B.I.E Karachi         | 2009 |
| ➤ Matriculation Science (SSC)            | B.S.E Karachi         | 2006 |

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**Professional Network**

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