


# Khadeeja Tehseen

## MBA | CHRMP

HR MANAGER | HR GENERALIST |

RECRUITMENT SPECIALIST | OFFICE MANAGER

| ANY SUITABLE POSITION

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Availability: [Can Join Immediately](#)

Linked in



### CAREER OBJECTIVES

I have more than 10 years of professional working experience in Human Resources across multinational organizations in Mena & APAC. Expert in Recruitment, Talent Acquisition, On-boarding, Day to day HR Operation, Office Management, Medical Insurance, Employee Relations & Grievance management, Employee Engagement, Performance Management System, HR Policies & Procedures, Payroll management. Entities & Industries catered like Semi Government – Services, Health care, Manpower Recruitment, Manufacturing – FMCG, MEP, Retail & Entertainment.

### BEHAVIORAL COMPETENCIES

- Proactive & Problem Solving
- People management
- Optimistic & Resilient
- Innovative & Creative Thinking
- Interpersonal
- Team Player
- Thrive for Excellence
- Leadership & Management
- Decision Making

### TECHNICAL COMPETENCIES

- Daily HR Operations
- Recruitment & Talent Acquisition
- HR Policies & Procedures
- Online Job posting & ATS Experience
- Office administrative Management
- Performance Management System
- On Boarding & Off Boarding
- Employee Grievances Management
- Payroll Management
- Group Medical Insurance
- Training & Development
- Visa Processing Experience & UAE Labor Law

### CAREER SUMMARY

COMPANY NAME	DESIGNATION	DURATION
CHARISMA GROUP.TV FZ.LLC	HR RECRUITMENT SPECIALIST	July 2019- June,2020
ISUKOSHI LLC (OGAWA WORLD), DUBAI - UAE	SENIOR HR GENERALIST   HR ADMIN MANAGER	Dec, 2016 - July, 2019
SBK HOLDINGS (ROYAL FALCON), DUBAI -UAE	ASST. MANAGER HR ADMIN	Dec, 2015 - Dec, 2016
OVERSEAS SOURCE CONSULTANCY LLC - DUBAI	SR.HR RECRUITER	Sep, 2013 - Sep, 2015
MASTER GROUP, LAHORE- PAKISTAN	ASSISTANT MANAGER HR	Mar, 2011 - Mar, 2013
MASTER GROUP, LAHORE- PAKISTAN	HR EXECUTIVE	Jan, 2010 - Feb, 2011

### PROFESSIONAL EXPERIENCE

#### HR RECRUITMENT SPECIALIST- [July, 2019 – June, 2020]

CHARISMA GROUP.TV FZ.LLC -MEDIA PRODUCTION CITY DUBAI - UAE

##### KEY RESPONSIBILITIES:

- Handled in-house recruiting for a section comprised of all the Shared Services functions across all the ongoing production projects namely **ET ONLINE, FASHION TIME, TRENDING PROGRAM, BEL ARABI PROGRAM, DUBAI TV** etc.



- Partner with hiring managers to workforce needs; define job description; outline desired qualifications; and source, screen, interview and select best-option candidates for skilled/technical/creative , senior management positions.
- Diverse placements into Recruitment performed professional, technical, executive and managerial recruiting in areas including Frontline Positions, Marketing & sales, Creative /Media /IT professionals, Entertainment /performers, Finance & Accounting, Legal, Operations Team, and Procurement.
- Collaborated with hiring managers throughout the selection process to provide services including: Detailed Job description, Job Ads & Online Postings ,Candidate pre-screening , pre-Employment Testing /Assessment ,Reference Checks , Contract Negotiations, On boarding, Talent Pool Sourcing ,Executive Search, Local & International Campaigns, Behavioral –Based Interviewing & Agency Management.
- **Pre-opening Recruitment:** Significantly involved with pre-opening recruitment, filled assigned frontline to Senior management roles for the new TV/ Media Production Projects.
- **Talent Acquisition:** Reviewed and implemented function on current Recruiting Processes such as Intake Meeting with Hiring Manager, reviewed and created measure on the efficiency of Hiring and implemented 'Hiring Manager Satisfaction' through a survey.
- Delivered recruitment requirements for all the existing projects, Involved in selecting an Applicant Tracking System to use in the Company by meeting with the Suppliers together with the Head of the Department and majorly involved in implementing it.
- Arranged and attended recruitment trips for finding overseas talents for niche roles.
- Introducing Local Recruitment Campaigns instead of using recruitment Agencies. Also, built a filling relationship with the hiring manager.
- **Training:** Valued for versatile skill-set as a “trainer” within the Talent Acquisition department, training new hires on Recruitment Essential, Policies and Processes and use of the Applicant Tracking System and other recruiting tools.
- **Recruitment Policies & Procedures:** Re-designed and implemented Recruitment Policies and Procedures as part of my KPI on the year while on this role.
- Successfully performed Human Resources function in a fast-paced diverse environment from recruitment, on boarding, employee services, performance management and departure of colleagues. Mostly independently performed all the tasks for the smooth operations on the above HR functions, reported directly to the Head of HR & Administration.

## SENIOR HR GENERALIST I HR ADMIN MANAGER [Dec, 2016 – July, 2019]

ISUKOSHI LLC I OGAWA WORLD, DUBAI - UAE



### KEY RESPONSIBILITIES:

- Directly reporting to Local General Manager, Global VP HR and CEO.
- Responsible to manage complete requirement & Selection process, Arrange interviews e.g. (Face to face /Penal /Zoom/Skype), Selection of shortlisted Management level, white collar & Blue collar candidates as per manpower recruitment, releasing offer letters and Contracts.
- Conducting HR Orientation & release Induction plan (Hand book) for the new joiners ensuring smooth operation for On Boarding and enter new hire data in HR information systems.
- Support the organizational change process with managers; support ongoing staff development, help with talent identification activities for all departments.
- Work with subject matter experts and managers to help with the design, development and revision of local training and orientation process/materials.
- Support department managers through complex employee relations' issues. Ensure that all employee matters are handled with consistency and fairness without discrimination. Provide expert advice and resolve employee grievances when required.
- Conduct internal investigations and prepare all required documentation when necessary.
- Conducted Employee engagement online surveys and compiling results & ensured Implementation of post survey action plans.
- Designing and maintaining the Organization structure in terms of job families, competencies, JD's, KPI's & Role Charters and Partner with Compensation & Benefits on grading jobs.
- Preparing & Implementing the HR Policy & Procedures, HR strategy, annual plan, HR Budgeting and continuously improving environment for HR Activities within the assigned BU's.

- Handle Monthly attendance, Leave Management including Maternity Cover and reframe staff deployment plan in every month as per their new shift plans.
- Responsible to manage Group Medical Insurance and provide guideline case to case. Administering health and safety programs through risk Management, Conducting safety inspections, maintaining records, preparing government reports as to remain in compliance.
- Administrate daily HR services; release NOC's, letters & salary certificate as per requirement and resolve day to day operational issues.
- Work closely together with the PRO to obtain UAE employment contracts and residence visas including (work permit, E-Visa, change status, Medical, Emirates ID, Medical Insurance ,Visa Pasting, Labor card under for employees and dependents. Follow up with PRO for all trade licenses renewals under DAFZA /DMCC/JAFZA and monitor of uploading all required documents to the portal.

#### **OFFICE MANAGMENET:**

- Assign and monitor clerical, administrative and secretarial responsibilities and tasks among office staff and Support internal events hosted by the VP Sales.
- Professionally represent ISUKOSHI(OGAWA) internally & externally in daily contacts with banks ,legal entities, vendors and suppliers by phone, mail or in person.
- Support the VP Sales and his management team with the arrangement of travel accommodations & expense administration as needed.
- Manage relationships with landlord, vendors, and service providers, negotiate prices and ensure that all monthly utility bills and invoices are received and paid on time.
- Coordinate with IT department on all office equipment for uninterrupted function, order office stationary and other supply needs.
- Responsible for ensuring office financial objectives are met by preparing annual budget for the office, planning the expenditures, analyzing variances and carrying out necessary corrections that may arise.
- Ensure office efficiency is maintained by carrying out planning and execution of equipment procurement, layouts and office systems.
- Implement procedural and policy changes to improve operational efficiency.
- Coach, mentor and discipline office staff.

## **ASST. MANAGER HR ADMIN [Dec, 2015 – Dec, 2016]**

### **SBK HOLDINGS (ROYAL FALCON), DUBAI -UAE**



#### **KEY RESPONSIBILITIES:**



- Direct report to Group HR Head and General Manager.
- Responsible for recruitment & selection of White/Blue collar staffing and ensured to timely conduct new hiring, on-boarding & Orientation.
- Responsible to manage manpower planning/budgeting exercise and maintaining manpower count as per approved budget & ensuring "On Boarding" smoothly.
- Developed & managed Performance management system cycle for the group ensuring Objective Settings, reviews & Employee Appraisals are closed timely.
- Manage Monthly attendance Management, Leave management, Group Medical insurance & final settlement.
- Managed administrative services covering Co. Staff Camps, Transportation schedule, deployment /shift plan, over time, Reimbursements, Cash Advances, NOC's, Letters, & Salary Certificates.
- Manage Group Medical Insurance yearly renewal basis and update Employees as per the actual head count.
- Manage employee Related issues / grievances & disciplinary matters as per UAE Labor Law.
- Developed & updated HR Policies, Procedures & forms, JD's Role Charters & competencies.
- Managed Employees disciplinary issues & grievances by following Updated UAE labor laws.
- Managed daily HR & Administration matters swiftly & ensured to optimize support & services.
- Coordinate with Co. PRO for visa processing and follow-up until finish.
- Monitor and maintain office supplies inventory, Review and approve office supply acquisitions.
- Coordinate with IT department on all office equipment.
- Manage relationships with vendors, service providers and landlord, ensuring that all items are invoiced and paid on time.
- Handle customer inquiries and complaints.
- Manage day to day Office operation and internal staff relations.

## HR RECRUITER [Sep, 2013 – Sep, 2015]

### OVERSEAS SOURCE CONSULTANCY LLC, DUBAI - UAE



#### KEY RESPONSIBILITIES:

- Managed overseas manpower recruitment for the clients through Headhunting, referrals, social media, Job postings, Job Portals & Consultants.
- Design and implement overall recruiting strategy and develop and update job descriptions and job specifications.
- Perform job and task analysis to document job requirements and objectives.
- Prepare recruitment materials and post jobs to appropriate job board/newspapers/colleges etc
- Source and recruit candidates by using databases, social media etc
- Screen candidates' resumes, job applications and background.
- Conduct interviews using various reliable recruiting and selection tools/methods to filter candidates within schedule or through Interview (via phone, Online Skype video).
- Assess applicants' relevant knowledge, skills, soft skills, experience and aptitudes.
- Onboard new employees in order to become fully integrated.
- Monitor and apply HR recruiting best practices.
- Provide analytical and well documented recruiting reports to the rest of the team.
- Act as a point of contact and build influential candidate relationships during the selection process
- Promote company's reputation as "best place to work".
- Craft recruiting emails to attract passive candidates, Screen incoming resumes and application forms.

#### WORK EXPERIENCE –PAKISTAN

### ASSISTANT MANAGER HR ADMIN [Mar, 2011 - Mar, 2013]

### HR EXECUTIVE [Jan, 2010 - Feb, 2011]

### MASTER GROUP, LAHORE – PAKISTAN



#### CREDENTIALS

- |  |                           |
|--|---------------------------|
| Human Resource Management Professional - (CHRM)            | Blue Ocean - Dubai, UAE   |
| Certified Human Resource Management Professional - (CHRMP) | Highly Keen - Lahore ,PAK |
| HR Policies & UAE Labor Laws                               | Blue Ocean - Dubai, UAE   |

#### EDUCATION

- |                         |      |                                |
|-------------------------|------|--------------------------------|
| MBA – Banking & Finance | 2012 | Lahore School Of Economics, PK |
| Bachelor of Commerce    | 2008 | Punjab University Lahore ,PK   |

#### PERSONAL INFORMATION

<b>Nationality</b>	:	Pakistani
<b>Marital Status</b>	:	Single
<b>Place of Birth</b>	:	KSA (Jeddah)
<b>Language</b>	:	English, Hindi, Urdu, Arabic -Conventional
<b>Address</b>	:	Dubai, UAE.
<b>Interests</b>	:	Music Instrument Playing, Composition & Lyrics Writing
<b>Reference</b>	:	Available on Request