

Khadeeja Tehseen

MBA | CHRM

HR GENERALIST | HR RECRUITMENT SPECIALIST | OFFICE MANAGER

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Availability: Can Join Immediately

CAREER SUMMARY

Senior HR Professional with over 10 plus years' experience in HR Operations, administration, problem solving, coordination, interpersonal, time management, communication and quick learning skill with providing strategic and project & operational support. Diligent, forward-thinking and adaptable to dynamic company, client and project needs. Backed by solid credentials (MBA), Certified Human Resource Professional (CHRP), and Certified Human Resource Manager (CHRM) with proficiency in Microsoft Office programs, and Office Management skills. Entities & Industries in MENA & APAC catered like **Health care, Construction, HR Consultancy, Manpower Recruitment, Facility Management, Security sector-Semi Government, Retail and Entertainment.**

HIRING EXPERIENCE

- Electrician /Technician /Drivers
- Plumber /Masons / Carpenters
- Bouncer /Security guard /Lifeguard
- Retail Staff/Telemarketing
- Front Desk /Admin /Operations
- Marketing & Business Development
- Accounts Professional
- IT / Graphic Designers
- Camera Man/Makeup artist

BEHAVIORAL COMPETENCIES

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

PROFESSIONAL SKILLS

- Daily HR Operations
- Recruitment & Talent Acquisition
- On Boarding & Off Boarding
- Job Ads posting & ATS Experience
- Office administrative Management
- Performance Management System
- Employee Handbook I HR Policies & Procedures
- Employee Relations
- Monthly Leave & Payroll Management
- Group Medical Insurance
- Training & Development
- Visa Process & UAE Labor Law

CAREER HISTORY

COMPANY NAME	DESIGNATION	DURATION
CHARISMA GROUP.TV FZ.LLC	HR I RECRUITMENT SPECIALIST	July 2019- June,2020
ISUKOSHI LLC (OGAWA WORLD), DUBAI - UAE	SENIOR HR GENERALIST HRM	Dec, 2016 - July, 2019
SBK HOLDINGS (ROYAL FALCON), DUBAI -UAE	ASST. MANAGER HR ADMIN	Dec, 2015 - Dec, 2016
OVERSEAS SOURCE CONSULTANCY LLC - DUBAI – UAE	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:

- Report directly to Recruitment Manager, Group HR and GM.
- Handled in-house recruiting across all the ongoing production projects namely ET ONLINE, FASHION TIME, TRENDING PROGRAM, BEL ARABI PROGRAM, DUBAI TV etc.
- Diverse placements of Recruitment professional/technical/ Frontline Positions/ Marketing & sales/Creative /Media /IT professionals, Entertainment /performers, Finance & Accounting, Legal, Operations Team, Procurement and Blue collar.
- Filled assigned frontline to senior management roles for the new TV/ Media Production Projects.
- Handled full cycle of recruitment including Source, screen, and workforce needs; define job description; desired qualifications; Job Ads & Online Postings , Executive Search through ATS Management, Local & International Campaigns and overseas recruitment Management, Candidate pre-screening , pre-Employment Testing /Assessment ,Reference Checks interview and select best-option candidates (blue collar/White collar-skilled/technical/creative and senior management positions).work closely with Hiring Manager.
- Handled Selection process including detailed Job description, Contract Negotiations, on boarding,
- Delivered recruitment requirements for all the existing projects.
- Training new hires on Recruitment Essential, Policies and Processes by using of the Applicant Tracking System and other recruiting tools within the Talent Acquisition department,
- 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 staff. Mostly independently performed all the tasks for the smooth operations, reported directly to the Head of HR & Administration.
- Arranged and attended recruitment trips for finding overseas talents for niche roles.

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

ISUKOSHI LLC I OGAWA WORLD, DUBAI - UAE

KEY RESPONSIBILITIES:



- Report direct to GM, Global VP HR & 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 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 department Support department managers through complex employee relations' issues.
- Handle all disciplinary cases arising out of lack of promotion, absenteeism, fraudulent behavior or any other employee grievance .Conduct internal investigations and take disciplinary action through prepare and release all required documentation (Warning letters/Terminations 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, Maternity Cover and reframe staff deployment plan in every 3 months 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 with the PRO to obtain UAE employment contracts and residence visas including (work permit, E-Visa, change status, Medical, Emirates ID, Visa Pasting, Labor card under for employees and dependents. Follow up

with PRO for all trade licenses renewals under DMCC/JAFZA and monitor uploading of 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 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.
- 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.

SBK HOLDINGS (ROYAL FALCON), DUBAI -UAE

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



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.

OVERSEAS SOURCE CONSULTANCY LLC, DUBAI – UAE

HR RECRUITER [Sep, 2013 – Sep, 2015]



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".

WORK EXPERIENCE –PAKISTAN

MASTER GROUP, LAHORE – PAKISTAN

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

HR EXECUTIVE [Jan, 2010 - Feb, 2011]



CREDENTIALS

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| ▪ 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

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

PERSONAL INFORMATION

Nationality	:	Pakistani
Place of Birth	:	KSA (Jeddah)
Language	:	English, Hindi, Urdu, Punjabi, Arabic -Conventional
Address	:	Dubai, UAE
Interests	:	Music Instrument Playing, Composition & Lyrics Writing
Visa Status	:	Visit Visa –Long Term (Valid until Feb 2021)
Reference	:	Available on Request