**Address:**

Salam

street

Abu Dhabi

**Visa status:**

Residence

**Nationality:**

Pakistani

**Languages:**

English and Urdu

Hina Gul

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mail: hina.zahir12@gmail.com

Cell No: +971524279300

# Professional Summary

Human Resources Associate and tele sales executive with comprehensive background in employee relations, recruiting, compensation ,benefits and telesales marketing with US based companies.

# Academic Qualifications

* Master’s in Business Administration (NUML University Islamabad, Pakistan)2009 ❖ Bachelors in Science from (University of Azad Kashmir, Pakistan).
* Higher Secondary School Certificate (Science) Degree College for Women Mirpur, Pakistan.
* Secondary School Certificate (Science) Mirpur, Pakistan.

# Work Experience (2010 – 2020)

**Eracon Technologies**

Rawalpindi Pakistan (Jan 2017 - Sep 2020)

## HR Assistant Manager

Responsibilities:

* Handling over all HR process for new positions announced.
* Maintaining record of current and new employees in data base.
* Provide assistance to Manger for all stages of hiring and recruitment.
* Handling the training sessions and all documentation for the employees.

Manage data for employee performance and upraise and suggest an upraise for outperforming

**Micronox Solutions**

Islamabad Pakistan (Feb 2014 - Jun 2014)

## HR Manager

Responsibilities:

* Analyzed and modified compensation and benefits policies to establish competitive programs and ensure compliance with legal requirements.
* Resolved employment-related disputes through proactive communication.
* Led a comprehensive training and orientation sessions for new staff members.
* Handled under staffing, disputes, terminating employees and administering disciplinary procedures.

**Micronox Solutions**

Islamabad Pakistan (Nov 2013 - Feb 2014)

## HR Executive

Responsibilities:

* Reviewed and corrected job offer letters for completeness and accuracy before approving their delivery.
* Edited job position announcements before authorizing a post.
* Completed employee employment verification and unemployment paperwork in a timely manner.
* Reviewed human resource paperwork for accuracy and completeness by verifying, collecting and correcting additional data.
* Sent notices to employees and subcontractors regarding expiring documentation.
* Evaluated time cards for accuracy on the regular and overtime hours.
* Coordinated employment offers with management and extended offers to selected candidates.

**Touchstone Communication (US Based)**

Islamabad Pakistan (May 2012- Nov 2013)

## Senior Customer Service Representative

**Telesales Executive**

Responsibilities:

* Transcribing day to day calls from audio to the document.
* Day to Day appointments, ensuring timely and accurate information and completion of daily reports into the system.
* Calling US customers for auto Insurance
* Updating the Information in the Client's portal, follow up.

 Generating sales leads and process them.

 Contact potential or existing customers to inform them about a product or service using scripts

 Answer questions about products or the company

 Ask questions to understand customer requirements and close sales

 Enter and update customer information in the database

 Take and process orders in an accurate manner

 Handle grievances to preserve the company’s reputation

 Keep records of calls and sales and note useful information

**Enggsol Recruitment**

Singaporean based agency in Islamabad Pakistan (Jan 2011 - Jan 2012)

## Senior HR consultant

Responsibilities:

* Hired employees and initiated the new hire paperwork process.
* Explained all of the human resources policies, procedures, laws, standards and regulations to each employee.
* Tracked key dates and deadlines and maintained specific personnel lists.
* Led the creation of recruiting plans for all open positions.
* Tracked candidates and pushed for feedback on disqualifications, time-to-fill statistics and other variables.

**Zong Pakistan**

Islamabad Pakistan(Jun 2010 - Jan 2011)

## Customer Services Officer

* Answer an average of 200 calls per day by addressing customer inquiries, solving problems and providing new product information.
* Greeted customers answer the queries related the product and services what each customer wanted or needed.
* Politely assisted customers in person and via telephone.