

Md.RizwanAhmed

MBA with 11 years of experience in HR and Admin.

Have diversified experience in HR and admin excellent interpersonal and communication skills. Dynamic and determined with exceptional leadership qualities. Committed to creating a positive work environment through effective mentoring, with strong hold on International Recruitments, Medical Insurance, Clearances for normal vacation & Exit, Site Employee mobilization and allocation, Employee transfer details and record keeping and other administrative support, DMS, staff health Coordination.

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Al-Jiubail KSA



EDUCATIONAL QUALIFICATIONS

MBA Marketing& International Business

Lovely Professional University

2008- 2010 Punjab, India

Highlights

- CGPA: 7/10

WORK EXPERIENCE

Manager – HR & Admin.

KilJin Kang & Partner Const. Co., Ltd

25-Sept-2011– Present Kingdom of Saudi Arabia

Job Description

- Liaising with external partners, like insurance vendors, and ensure legal compliance
- International recruitments (Interview, Sourcing, Short listing, Induction, Orientation).
- Create regular reports and presentations on HR metrics (e.g. turnover rates), Answer employees queries about HR-related issues
- Arrange travel accommodations and process expense forms
- Assist payroll department by providing relevant employee information (e.g. leaves of absence, sick days and work schedules)
- Medical Insurance (Claims & New medical card processes).
- Prepare HR documents, like employment contracts and new hire guides
- Revise company policies
- Site Employee mobilization and allocation. Employee transfer details and record keeping. Daily Manpower status update (DMS)
- Engineer registration as per the Nitaqat. (Saudi Council of Engineering)
- Death case Process

Floor Manager – (Part of Retail Team)

TATA Teleservices Ltd

June 2006–Aug 2008 (2 Years)

Connaught palace Delhi, India

Sep 2010 – Feb 2011 (1 Year)

Connaught palace Delhi, India

Job Description

- Establish correct expectations of customers, enforce relief and resolve through effective communication.
- Analyze and monitor customer Problem Reports (PR's).
- Interact with GSS to ensure apt resources have been allocated and PR's are being actively handled in right manner.
- Supply regular regional status updates for all escalated Service Requests.
- Identify, manage and record escalation trends and collaborate with PSE organization on product defects and trends.
- Review and identify root cause for all escalated service requests and use this information to improve continuously within service delivery teams.
- Help ensure compliance with Corporate and Regional Escalation Policies.
- Focus on problem avoidance in escalation process.

SKILLS

Labour Relation

MS Office

People Management

Training & Development

Vendor management

Team Management

Project management

Team work & Collaboration

DOMAIN KNOWLEDGE

Recruitment

Insurance Policy

Onboarding

Performance Management

Visa Processing

Worker Compensation

Leave management

Immigration

Orientation and Induction

TRAININGS& CERTIFICATION

- **Quality Management System Internal Auditor Training Based on ISO 9001:2015 (A18117)**
Resource Inspection Canada Incorporated (RICI), Saudi Arabia -2017
- **Business Process Management & Effective Communication**
- **Resource Inspection Canada Incorporated (RICI), Canada -2017**
- Diploma in Software Management (DISM)
Aptech Computer Education
- Certificate of Organizing the Management Fest in the Lovely Professional University.
- Organizing the Hunt for Brand Management
Organized by Lovely Faculty of Business

Summer Internship

TATA Teleservices Ltd

- **Project undertaken:** Opportunity exploration for Tata TeleServices Limited
- **Major concerns:** Comparison Between TATA Indicom Retail and Competitor Retail as well as looking into the Photon+ distribution in South Delhi Marketing under the Team of Mr.Samrat Ghosh (Senior Manager TTSL)
- The project involved live interaction with tapped and untapped customers and to build up a mapped database for the sales team. We have to focus on collecting the feedback from the existing customers and try and study those things which can be done to retain existing customers and report back any grievances, which the customers might be facing. The focus here is to study the reasons which may help learn ways to prevent churn by new customers in the first 3 or 4 months of taking the service. So, in short, the major concerns are:
- **Mapping** – Target market mapping and in-depth distribution in outlets for customer acquisition.
- **Acquiring** - Positioning of Stocks at Hotspot in the stores, thus resulting to higher Brand Visibility and conversion.
- **Preventing the Churn** – Train the retailers to understand the usage of the customer and recommend plans accordingly. Thus, resulting in satisfied customer.

References:

Samrat Ghosh

Team Head – CSM & Head North Zone– Pidilite -

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PERSONAL DETAILS:

Name: Md. Rizwan Ahmed

Father's Name: Late Md. RabbanQasir

Mother's Name: Late NasimaKhatoon

Date of Birth: 05/03/1981

Gender: Male

Marital status: Married

Nationality: India

Language: English, Hindi, Urdu & Arabic

Hobbies: Playing Cricket and Table Tennis,
Listening Soft Music, Meeting with
People & Making Friends

Passport Number: L3408151