

NABEEL UR REHMAN

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EXECUTIVE, HR, ADMINISTRATIVE & TALENT ACQUISITION

Multi-Awarded Performance • Diverse Industry Experience

Creative and results-driven HR, Talent Acquisition and administrative professional with 13+ years of success in supporting operational, program and project activities. Developed a “no job is too big or too small” approach and became a trusted resource for management. With exceptional office-productivity skills, a knack for organisation and multi-tasks with accuracy and attention to detail. Strong initiative, energy and confidence to complete projects with limited supervision. Used considerable independent judgment to anticipate issues and resolve problems. Applied tact and diplomacy and practical knowledge of company policies, practices and procedures. Strong verbal and written communication skills.

AREAS OF EXPERTISE

- HR Management • Payroll Management • Recruitment & Selection • New Hire Orientation • Training & Coordination
- Office Management • Talent Acquisition • Employee Relations • Employee Records Management • P&L Review
- Data Analysis • Project Management • Policy & Procedures • Compensation & Benefits • HRM Programs
- Operational Audits • Loss Prevention • Retail Operations • Coaching • Executive Management Support

KEY COMPETENCIES

- **Integrity and Confidentiality.** Proven ability to exercise considerable discretion, independent judgment, tact and diplomacy when making decisions and interacting with associates, clients, leadership, and others. Experienced in working with very sensitive information and operates with the highest degree of integrity while demonstrating good common sense.
- **Service and Response Oriented.** Calm under pressure and action oriented with a can-do attitude. Proactively sought opportunities to enhance procedures, processes and techniques to accomplish requirements.
- **Professional Presence.** Represented the senior management office in a way that strongly reflected its leadership principles. Communicated with all levels of management, colleagues and external business contacts in a professional manner.
- **Team Management.** Fostered an energised environment where talented professionals are excited to learn, excel and advance. Provided target-oriented leadership and supported a high feedback culture that maximised the employee strengths. Mentored, coached and developed team members to become leaders in their own areas.

CAREER HISTORY

MIA Group of Companies • Islamabad, PAK

MIA Group has its humble beginning from Compressors selling turned into an acclaimed HVAC solution provider. The group interests have diversified into project management, O&M services, energy, textile and fast-food chains. Priority is to introduce sophisticated products with innovation and having competitive edge of optimum performance. The culture of conscience, dedication and honesty is fostered at our every work place.

Manager – HR & Admin

July 2021 to Present

- Understanding the requirement of man power and drafting a JD in conjunction with concerned department and get its approval.
- Sourcing candidates that match the desired skills through different online or social media channels.
- Examining the candidate by conducting technical interview in liaison with concerned department and screening its credentials.
- Giving a description to new employee on policies, procedures and cultures followed by the company.
- Keeping the track of the attendance of the employees in corporate office and seeing to it there is not much absenteeism on any given day.
- Dealing with all SBUs of Punjab Offices.
- Compiling of HR manual and company SOP's.
- Communicating and enforcing company policies, principles and values.
- Examining the performance appraisal of the employees.
- Understanding the employee's suitability for trainings in conjunction with departmental managers.
- Promoting equality and diversity as part of the culture of the organization.
- Assisting Director (HR) in developing, writing, and updating rules & procedures for approval by the management.
- In change of disciplinaries, issuance of warning letters.
- Maintaining biometric attendance record of all SBU's in the region.
- Processing of email correspondence concerning cases such as appointment, transfer, posting, promotion, leave, official tour, benefits, discipline, suspension, explanation, resignation, termination, final clearance, etc.
- Presenting all documents concerning HR Department to Director (HR) for final approval.

Louzan Group • Dubai, UAE

Louzan Group Starting with a single outlet for Abaya and Sheila, that empowers the Arabian woman with beauty derived from simplicity, bags the award in the Luxury Fashion Brand category for 2016 at the Luxury Lifestyle Award. Vision is to reach the future first by becoming the brand of choice in Arabic fashion and lifestyle.

Operations Executive to CEO

Jan 2021 to May 2021

- Act as a liaison and provide support to the Board of Directors.
- Arrange and handle all logistics for Board meetings and events: schedule meetings; draft agendas; develop, compile, and distribute presentation materials; and record meeting minutes on behalf of Board Secretary.
- Adhere to compliance with applicable rules and regulations set in bylaws regarding Board matters.
- Complete a broad variety of administrative tasks that facilitate the CEO's ability to effectively lead the organization, including: assisting with special projects; designing and producing complex documents, reports, and presentations; maintaining contact lists; making travel arrangements; and completing expense and mileage reports.
- Serve as the primary point of contact for internal and external constituencies on all matters pertaining to the CEO, including those of a highly confidential or critical nature.
- Prioritize and determine appropriate course of action, referral, or response, exercising judgement to reflect CEO's style and organization policy.
- Work closely with the CEO to keep them well informed of upcoming commitments and responsibilities, following up appropriately. Act as a "barometer," having a sense for the issues taking place in the environment and keeping the CEO updated. Anticipate CEO's needs in advance of meetings, conferences, etc.
- Coordinate all Executive Team meetings and retreats and assist with staff meetings and events as needed.
- Provide a bridge for smooth communication between the CEO and staff, demonstrating leadership to maintain credibility, trust, and support with the Executive Team.

Alshaya Group • Dubai, UAE

Leading international franchise operator of the world's most recognised retail brands including Starbucks, H&M and Mothercare, bringing the shopping, dining, leisure and hospitality experiences to customers across the Middle East & North Africa, Russia, Turkey, Europe and beyond.

Executive Assistant | Department Manager

Jun 2015 to Dec 2020

Department Manager Administration | Department Supervisor

Oct 2012 to May 2015

Store Administrator

Mar 2011 to Sep 2012

High-Level Administrative Support

- Provide high level, confidential support to executives and members of the senior management team to help achieve the leadership teams and H&M brand's vision and initiatives. Manage requests for the senior leadership team from multiple stakeholders while providing excellent customer service.
- Complete administrative tasks including running a complex calendar; coordinating travel arrangements, itineraries and coordinating travel agendas; as well as completing and controlling expense reports as per established policies.
- Coordinate and maintain organisational processes and administrative tasks in partnership with multi-functional teams to further achievement of goals and objectives. Analyse department matters and determine opportunities to improve processes and controls with a focus on efficiency and effectiveness to mitigate audit risks.
- Conduct loss prevention (LP) and audit visits to 17 stores across the UAE to ensure compliance to company policies and procedures. Document audit results and comments to identify and quantify findings' impact on business operations.

Human Resources Management

- Serve as point of contact for employees regarding people related policies, processes and procedures. Support managers by providing valuable input and expertise to the team on hiring, processes, employment laws, HR policies, HR processes, compensation & benefits and grievance procedures, among many others.
- Own key people process implementation such as workforce planning, performance and recognition, promotions, compensation cycles, talent review, employee relations and engagement. Maintain a strong focus on employee relations, monitor employee engagement and retention activities.
- Source and recruit great talent for the team including sales staff and department supervisors. Arrange and assist in new hire orientation and on boarding. Manage documentation for current and new.
- Provide focus to the management of training, performance and employee relations. Plan, implement training programs to address performance gaps. Develop employee engagement activities to promote employees' well-being and foster a positive and engaging relationship between leadership team and staff.

Key achievements

- **Achieved 5 Audit results with a 90% average as well as an 87% average for 5 Loss Prevention** by ensuring appropriate adequacy and effectiveness of management controls.
- **Increased operational and administrative efficiency through creation of numerous document templates** for daily use as well as an Employee Master sheet in MS Excel.
- **Oversaw the successful set up of 2 stores' Back of House (BOH) in support of their opening** in YAS Mall and Nakheel Mall.
- **Earned recognition for exceptional work with a Best Operations Support Award, Best Administrator Award** as well as multiple Employee of the Month Awards. Likewise commended for delivering excellent onsite support to colleague who got into an accident.

Professional Employers Pvt Ltd • Lahore, Pakistan

One of the largest providers of HR Management and Outsourcing services across the Middle East and South-Central Asia.

Senior Executive, MIS • Operations Executive • Executive

Mar 2010 to Feb 2011

- Coordinated and executed a wide range of HR tasks for 6,500 employees such as recruitment, pre-employment screening, on boarding, training, and employee benefits administration and employee engagement. Likewise acted as point of contact for queries on HR-related topics and partnered with leaders to provide guidance on transformation.
- Managed and oversaw the payroll function, including tax returns, amendments and audits. Developed and implemented workflow and tasks necessary to accomplish accurate and timely payment to employees. Recommended, established and implemented internal controls to maintain compliance with company policies and regulatory requirements.
- Oversaw employees' insurance, disciplinary hearing, and official letters and managed salary bank transfers. Utilized the Oracle-based AWA and HRMS to ensure all employee records were up-to-date and confidential. Established excellent relationships with internal and external partners such as insurance representatives for efficient transactions.

Key achievements

- **Thrice promoted in just a year** due to performance excellence and potential.
- **Earned recognition for Best HR Service Delivery.** Formed an official group which conducted weekly discussions on how to improve service delivery.
- **Notably created 500, 24-page Appointment Letters in just 12 hours**, besting the daily average of 50 letters a day.
- **Played key role in improving processes, procedures and practices, thereby increasing business efficiency and profits** by working with departments' leadership. Updated the HR performance management system.
- **Partnered with leadership to establish clear and competitive goals, growth road maps** and strategic business plans.

Earlier experience

Institute of Leadership & Management (ILM) • HR Officer • Lahore, Pakistan • May 2008 to Jan 2010

ACADEMIC HISTORY

- Bachelor of Science in Business Administration, University of Management & Technology, Lahore, Pakistan, 2010
- Bachelor of Commerce, University of Management & Technology, Lahore, Pakistan, 2008

MISCELLANEOUS INFORMATION

Computer Skills: Microsoft Office Suite, Oracle, Human Resource Management System (HRMS), AWA

Language Skills: Fluent English, Urdu and Hindi; native Punjabi, conversational Arabic