

Shah Fahad

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Languages known: English, Urdu, Pashto

Domiciles: Nowshera DOB:27th October,1985

Address: H# 08, Aman Colony, Nowshera



10+ years' work experience as:

- | | |
|--------------------------------|-----------------------------------|
| ✓ Manager HR & Admin (Current) | ✓ Teacher |
| ✓ Manager HR & Operations | ✓ HR & Admin Officer |
| ✓ Manager HR & Operations | ✓ Admin Officer |
| ✓ Senior HR Officer | ✓ Logistic Assistant /KPO (Start) |
| ✓ HR Officer | |

PROFESSIONAL EXPERIENCE

- **Rahim & Brothers Pvt. Ltd, Nowshera** Sept, 2023–till date
Manager HR & Administration
- **Bilal Hospital, Rawalpindi** June, 2022 –Aug, 2023
Manager HR & Operations
Responsibilities:
 - Implemented streamlined recruitment processes that reduced time-to-fill vacancies resulting in the successful hiring of healthcare professionals, including doctors, nurses, and administrative staff.
 - Maintained a harmonious workplace environment by effectively addressing employee concerns, conflicts and decrease in grievances.
 - Ensured compliance with labor laws and hospital policies, resulting in improved employee relations.
 - Established a performance appraisal system and implemented recognition and reward system, conducting reviews and resulting in increased employee engagement.
 - Managed employee compensation, benefits, and payroll processes, ensuring timely and accurate disbursement.
 - Implement comparative Salary Structure /benchmarking to ensure the hospital's offerings remained competitive.
 - Created and updated HR policies and procedures in accordance with Pakistani labor laws, ensuring legal compliance.
 - Conducted training sessions to educate employees on HR policies and compliance matters.
 - Collaborated with department heads to forecast staffing needs, optimizing workforce allocation based on patient demand.
 - Implemented effective workforce planning strategies to meet both short-term and long-term staffing requirements.
 - Oversaw the efficient operation of hospital facilities, ensuring a clean, safe, and patient-friendly environment.
 - Implemented cost-saving measures that reduced facility maintenance expenses.
 - Implemented inventory management systems that reduced stock outs and improved overall supply chain efficiency.
 - Successfully managed the HR and operations budgets, consistently meeting or exceeding financial targets.
 - Ensured strict adherence to health and safety regulations, resulting in a decrease in workplace accidents and incidents.
 - Led initiatives to improve infection control protocols during the [specific event].
 - Fostered collaboration between HR and operations teams, optimizing resource allocation and improving hospital-wide efficiency.
 - Played a key role in interdisciplinary teams for strategic planning and problem-solving.

• **Advanced International Hospital & Diagnostic Centre, Islamabad**

1st July, 2021–1st June, 2022

Manager HR & Operations

Responsibilities:

- Stay up to date on all employee complaints, interact with legal regarding the needs, and adhere to all applicable HR-related (Employee Misconduct) legal, regulatory, and compliance requirements.
- Coordinating the hiring and selection process and planning the staff.
- Acquiring new personnel, using active passive recruitment techniques and advertising strategies.
- Upkeep of the payroll, leaves and attendance management systems.
- Advising on the principles, details, and ideal procedures of employment law.
- Managing all types of disciplinary and formal grievance procedures as per labor law.
- Manage an evaluation system for employees' performance.
- Examining the current and future needs of the hospital by developing, involving, inspiring, and protecting its human resource.
- Create, update, and maintain all of the organization's HR strategies, policies, tactics, and procedures.
- Interacting with all staff, from juniors to seniors, and promoting an atmosphere of positivity
- Report to management and provide recommendations for actions.

▪ **Maroof International Hospital, Islamabad**

13th May, 2019–30th June, 2021

Senior HR Officer

Responsibilities:

- Stay up to date on all employee complaints, interact with legal regarding the needs, and adhere to all applicable HR-related (Employee Misconduct) legal, regulatory, and compliance requirements.
- Processes hospital's payroll.
- Computes employee take-home pay based on-time records and benefits.
- Answers staff questions about wages, deductions, attendance, and time records.
- Receives and coordinates requests for leave and other absences.
- Handles changes in exemptions, job status, and job titles.
- Identifies, investigates, and resolves discrepancies in timesheet and payroll records.
- Completes payroll reports for record-keeping purposes or managerial review.
- Process health insurance claims within the time for reimbursement of the amount.
- Ensure monthly additions/deletions of employees and follow-up from the insurance company regarding the amount reimbursement of Health insurance claims.
- Facilitating HR procedure and policies to improve on the compliance posture of the organization.
- Resourceful in planning and executing Staff performance appraisals.
- Any other task designated by the Manager.

▪ **Bilal Hospital, Rawalpindi**

Dec, 2016 –12th May, 2019

HR Officer

Responsibilities:

- Conducts interviews, shortlists resumes, and handles orientation for all new hires.
- Process employee cards, maintain all files, and file them.
- Keep track of employee attendance, etc.
- Drafts standard letters, memoranda, etc.
- In charge of updating and maintaining personnel data in HIS.
- Any additional task that Manager HR assigns.

▪ **(APS)Army Public School (IQRA), Risalpur, Nowshera**

Sep, 2014–Nov, 2016

Teacher

Responsibilities:

- Offers career advice to students.

Conducted Teacher Training Workshops 2016

Topics: Motivation and Leadership, Spontaneous speaking

▪ **Brainiacs Montessori & O level School, Naval Anchorage, Islamabad**
HR & Admin Officer

Feb, 2012–Dec,2013

Responsibilities:

- Plan shortlisted candidates' interviews, including the time and panel.
- Maintain the applicant success records and the recruitment filing system.
- Oversee all seminars and training for new hires.
- Arrange vehicles for trips, events, and other types of training.
- Review the record of salary advancements and monthly attendance.
- Scheduling appointments and planning meetings
- Placing furniture and stationery orders.
- Controlling office spending
- Setting up and keeping up procedures and office management systems.
- Managing employee hiring and evaluations.

▪ **Vega Carpets, Pvt.Ltd, Pak PWD, Islamabad**
Admin Officer

Oct, 2009 – Jan, 2012

Responsibilities:

- Scheduling meetings and planning workload.
- Prioritized workload and handled conflict priorities.
- Oversaw clerical work and placed stationery orders.
- Keep an eye on employees and procurement-related actions to guarantee compliance.
- Product storage, customer delivery, stock control, oversight of warehouse operations, personnel management, and supplier negotiations.
- Verify accounting software, ledger books, and transaction records.

▪ **Pakistan Tobacco Company, Akora Khattak (Yearly 6 months Contract)**
Logistic Assistant / KPO

July, 2006 to Dec, 2008

Responsibilities:

- Used the Oracle 9i database system's to carry out the inventory duties.
- Offer full reporting services, including stock issuance and received
- Reports and emails were sent and received using Lotus notes.
- For official tasks, I used MS Office, Excel, and Power Point.

EDUCATION

MBA (HR) 2.5

1st Division

2016

Northern University Nowshera, KPK Pakistan

Research work: "Factors affecting employees' turnover in private schools of district Nowshera"

Master of Arts (Political Science)

2nd Division

2012

University of Peshawar, KPK Pakistan

TRAININGS/Conferences

IELTS

2005

British Council, Peshawar

Multimedia Graphics

2004

Shaheen Computer Centre, Nowshera

Certificate in Hardware and Networking

2003

Zenith Institute of Information Technology, Nowshera

As a Volunteer: Provisional Youth Assembly KPK, Pakistan as a **Youth MPA**

Reference would be furnished up on request