



# FAHAD ZAMAN

HUMAN RESOURCE  
MANAGEMENT



## Contact



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## Skills

Project Management



Problem Solving



Creativity



Leadership



## About Me

I am flexible, reliable and possess excellent time keeping skills. I am an enthusiastic, self-motivated, reliable, responsible and hard working person. I am a mature team worker and adaptable to all challenging situations. I am able to work well both in a team environment as well as using own initiative.



## Education

MS (MASTER IN MANAGEMENT SCIENCE)

HUMAN RESOURECE MANAGEMENT

SPRING 2020 TO SPRING 2023

IQRA NATIONAL UNIVERSITY PESHAWAR

MBA 1.5

HUMAN RESOURECE MANAGEMENT

2014-2016

university of Peshawar

BBA (HONS)

2010-2014

IQRA UNIVERSITY KARACHI

FSC (Pre Engineering)

2007-2009

Govt college Peshawar

Islamia collegiate school Peshawar

SSC (Science)

1998-2007

## Work Experience

## CURRENT JOB RESPONSIBILITY

**company**

WORLD HEALTH ORGANISATION (UN)

**Designation**

(UCPO) FIELD OFFICER (WHO)

**Tenure**

2016-Still Working

## Responsibilities.

### Key Responsibilities:

#### 1. Logistic Planning

- Develop detailed microplans for staff to achieve their assigned goal.
- Coordinate with Team, local govt, local leaders ,and distrcit monitors.

#### 2. Supervision & Monitoring

- Oversee the training and deployment of teams.
- Monitor work implementation and ensure quality goals.
- Conduct spot-checks and daily field visits to ensure adherence to protocols.

#### 3. Data Management

- Collect, analyze, and report data.
- Identify and address gaps in work efforts.
- Collaborate with local health departments, NGOs, and partners like UNICEF and govt of Pakistan.
- Attend coordination meetings and provide updates on work progress.

#### 4. Problem-Solving

- Respond to challenges such as logistical issues, HR issues, staff crises etc.
- Ensure material are stored and transported according to department requirements.

#### 5 Record Keeping

Ensure all record of concern project and anal

#### 6 Team training

Almost 48 person teams are always trained for different activities

#### 7 Evaluation of team.

Clearly outline the team's goals and expected outcomes.

Establish key performance indicators (KPIs) or metrics for success.

Quality of work

#### 8. Team Monitoring.

#### 9. Field work.

## PREVIOUS JOB HISTORY 1

### COMPANY

ALSIUDAIS TRAVEL AND TOUR  
MUMRIZ AND BROTHERS OVERSEAS EMPLOYMENT PROMOTERS  
LIC. OP&HRD/3924/PWR/2016

### DESIGNATION

**HR MANAGER**

### TENURE

**12TH JULY 2013 TO 30TH JUNE 2016**

## KEY RESPONSIBILITIES

### 1. Recruitment and Talent Acquisition

- Identify staffing needs for various roles such as tour operators, travel agents, customer service representatives, and guides.
- Develop and implement strategies to attract qualified candidates with the right skills.
- Conduct interviews, evaluate candidates, and oversee onboarding processes.
- Build relationships with colleges or tourism-related institutions to source talent.

### 2. Training and Development

- Organize training programs to enhance skills such as customer service, cultural knowledge, and sales techniques.
- Ensure employees stay updated on travel regulations, safety protocols, and technology systems.
- Implement leadership development programs to prepare employees for managerial roles.

### 3. Employee Engagement and Retention

- Foster a positive work environment to improve employee satisfaction and loyalty.
- Plan team-building activities and reward programs to motivate employees.
- Address grievances and mediate conflicts to maintain harmony within teams.

#### **4. Performance Management**

- Set clear performance metrics for employees in roles like sales targets, customer satisfaction, and operational efficiency.
- Conduct regular performance reviews and provide constructive feedback.
- Develop performance improvement plans for underperforming employees.

#### **5. Workforce Planning**

- Align workforce strategies with seasonal demands (e.g., peak travel seasons).
- Manage part-time, freelance, or remote workers often employed in tourism roles.
- Forecast staffing requirements based on business growth or expansion plans.

#### **6. Technology Integration**

- Support the implementation and training of HR technology systems (e.g., for payroll, scheduling, or applicant tracking).
- Encourage the adoption of travel-related technology, such as booking systems and CRM platforms.

- Strong interpersonal and communication skills to work with diverse teams and clients.
- Excellent organizational and leadership abilities.
- Knowledge of labor laws and industry-specific regulations.
- Cultural sensitivity and adaptability.
- Proficiency in HR software and travel industry tools.

#### **7. Policy Development and Compliance**

- Create and enforce HR policies tailored to the travel and tourism sector.
- Ensure compliance with labor laws, health and safety standards, and industry-specific regulations.
- Handle employee grievances and ensure fair resolution in line with company policies.

## PREVIOUS JOB HISTORY 2

### COMPANY

AEROSTAR TRAVEL AND OVERSEAS PROMOTERS

### DESIGNATION

ASSISTANT HR

### TENURE

FROM JULY 2010 TO JUNE 2013

## ROLE AND RESPONSIBILITIES

- **1. Recruitment and Onboarding**
  - Assist in drafting job descriptions and posting vacancies for roles in travel and tourism (e.g., tour guides, customer service, travel consultants).
  - Screen resumes, coordinate interviews, and participate in candidate evaluations.
  - Handle onboarding processes, including documentation, training schedules, and introducing new hires to workplace policies.
- **2. Training and Development**
  - Coordinate training programs to enhance employees' customer service, sales, and technical skills.
  - Track training schedules and ensure employees complete required certifications (e.g., safety, travel systems).
  - Collect feedback from employees on training effectiveness and suggest improvements.
- **4. Performance Monitoring**
  - Assist in tracking employee performance metrics, such as customer satisfaction scores or sales targets.
  - Support managers in conducting performance appraisals and preparing reports.
  - Provide input on performance improvement plans and suggest development opportunities.
- **5. Administrative Support**
  - Maintain and update employee records, including attendance, leave balances, and payroll data.
  - Ensure compliance with labor laws and industry-specific regulations.
  - Prepare HR-related reports, such as turnover rates, hiring metrics, or training completion statistics.

# Key Skills and Qualities

## 1. Communication Skills

- Strong verbal and written communication.
- Active listening to understand employee concerns.
- Delivering feedback constructively.

## 2. Leadership and Team Management

- Inspiring and motivating teams.
- Decision-making in challenging situations.
- Delegating tasks effectively.

## 3. Recruitment and Talent Acquisition

- Conducting interviews and assessing candidates.
- Creating effective recruitment strategies.
- Managing onboarding processes.

## 4. Employee Relations and Conflict Resolution

- Handling grievances with empathy and fairness.
- Mediating disputes between employees or teams.
- Promoting open communication channels.

## 5. Strategic Thinking

- Aligning HR strategies with organizational objectives.
- Forecasting staffing needs and skill requirements.
- Analyzing trends to improve HR policies.

## 6. Knowledge of Labor Laws and Compliance

- Staying updated on labor laws and regulations.
- Implementing policies that meet legal standards.
- Conducting audits to ensure compliance.

## 7. Performance Management

- Designing performance appraisal systems.
- Setting measurable objectives for teams and individuals.
- Providing constructive feedback and coaching.

## 8. Training and Development

- Identifying training needs across the organization.
- Designing or sourcing effective training programs.
- Evaluating the impact of learning initiatives.
- Cost Evaluation and Negotiation Skills:
- Procurement and Vendor Management
- Supply Chain, Vendor Quality
- Quality Procedures & Plans

- **Communication:** Strong interpersonal skills to interact with employees at all levels.
- **Strong leadership and supervisory skills.**
- **Organization:** Ability to manage multiple administrative tasks efficiently.
- **Problem-Solving:** Quick decision-making to address employee concerns or operational challenges.
- **Data analysis and reporting proficiency.**
- **Technology Proficiency:** Familiarity with HR software and travel industry tools.
- **Adaptability:** Capability to handle dynamic situations typical of the travel and tourism industry.

## CERTIFICATES

- Good performance certificate received from EOC (Emergency operation centre pakistan.)
- United to Respect: Preventing sexual harassment and other prohibited conduct for managers.
- Best covid19 certificate from Faculty of Public Health & Social Sciences Khyber Medical University
- Prevention of sexual exploitation and abuse (PSEA) - Multi language (2021) UN BSAFE (English/French) (online)

## COMPUTER SKILLS

MICROSOFT OFFICE  
 MICROSOFT EXCEL  
 MICROSOFT WORLD  
 MICROSOFT POWERPOINT  
 WINDOWS (2000,2007,10&XP)  
 INTERNET (BROWSING, EMAIL & DOWNLOADING ETC.)  
 TYPING SPEED (30 WPM) ALPHABET

## MICROSOFT WORLD

### 1. Document Creation and Editing

- Create text-based documents such as letters, resumes, reports, and essays.
- Edit content easily with features like cut, copy, paste, and undo.

### 2. Formatting Tools

- Customize fonts, font sizes, colors, and styles to make text visually appealing.
- Adjust paragraph alignment, line spacing, and indentation for proper layout.
- Use styles and themes to apply consistent formatting across the document.

### 3. Page Layout and Design

- Set up page margins, orientation (portrait or landscape), and paper size.
- Add headers, footers, and page numbers for professional-looking documents.
- Use templates for resumes, brochures, newsletters, and more.

### 4. Tables and Charts

- Insert and customize tables for organizing data.
- Include charts to visually represent information, integrating data from Excel if needed.

# MICROSOFT EXCEL

## 1. Data Entry and Organization

- Create spreadsheets with rows and columns to manage data.
- Use features like sorting, filtering, and grouping to organize data efficiently.

## 2. Formulas and Functions

- Create custom formulas for specific tasks.

## 3. Data Analysis Tools

- Pivot Tables: Summarize and analyze large datasets dynamically.
- Use conditional formatting to highlight important data patterns.

## 4. Data Import and Export

- Import data from external sources such as databases, CSV files, or web services.
- Export data in various formats for reporting or further analysis.

# MICROSOFT POWER POINT

## Slide Creation and Design

- Create individual slides with customizable layouts.
- Use templates for quick and professional design.
- Add placeholders for text, images, videos, and charts.

## Multimedia Integration

- Insert images, videos, audio files, and GIFs to make slides interactive.
- Use embedded media for seamless playback during presentations.
- Integrate charts and graphs from Excel for data-driven insights.

## Collaboration and Sharing

- Share presentations with team members and collaborate in real-time.
- Use comments to provide feedback or suggestions.
- Save presentations to OneDrive for easy access and sharing.

# EMAILS

USING digital communication via platforms like Gmail, Outlook, and Yahoo.

# Search Engines

Tools like Google, Bing, and DuckDuckGo help users find information on the Internet.

# Social Media

Platforms like Facebook, Instagram, Tiktok, and Twitter



# LANGUAGES

## ENGLISH

- writing : Excellent writing skills
- Native Speaker: partial command of the language.
- Fluent: Able to communicate effortlessly in all professional and social contexts.
- Conversational: Can hold basic conversations but lacks advanced vocabulary.

## URDU

- writing : Excellent writing skills
- Native Speaker: partial command of the language.
- Fluent: Able to communicate effortlessly in all professional and social contexts.
- Conversational: Can hold basic conversations but lacks advanced vocabulary.

## PUSHTO

- writing : Excellent writing skills
- Native Speaker: partial command of the language.
- Fluent: Able to communicate effortlessly in all professional and social contexts.
- Conversational: Can hold basic conversations but lacks advanced vocabulary.

## HOBBIES

- Reading books, Novels, stories, newspapers, General knowledge, etc sports playing cricket, football, running etc
- Photography
- Travelling
- computer games