



RIZWAN AHMAD



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PROFESSIONAL SUMMARY

Dynamic and results-driven Project Manager with over 9 years of experience in Human Resources and Administration. Demonstrated expertise in implementing policies and procedures to optimize HR operations and foster positive employee relations. Skilled in managing diverse administrative processes and building successful relationships with stakeholders. Proficient in organizing employee databases and ensuring compliance with employment practices. Committed to driving project success through effective leadership, strategic planning, and a collaborative approach. Ready to leverage my HR background and project management skills to deliver impactful results in a dynamic and challenging environment.

ACHIEVEMENTS

- Successfully conducted training for field staff during probation period in German Funded Projects at Office of Research, Innovation, and Commercialization - Khyber Medical University.
- Managed and supervised over 1000 PEI Staff as part of WHO & UNICEF Project under the People™ Professional Employers PVT Ltd.
- Received promotion and increment after completion of probation period at Toyota Khyber Motors (PVT) Ltd.

PROFESSIONAL EXPERIENCE

2023 - Present **Project Manager**
ORIC-Khyber Medical University

- Develop and manage project plans, budgets, and timelines.
- Manage risk and ensure that projects are completed in accordance with all applicable regulations.
- Recruitment & Training of staff
- Maintain comprehensive project documentation, including research protocols, data collection methods, and findings.
- Develop and maintain project budgets.
- Coordinate with team members to ensure that projects are completed on time and within allocated budget.
- Prepare and deliver presentations to stakeholders.

2021 - **Senior Human Resource Executive**
2023 People™ Professional Employers PVT Ltd.

- Developed and executed an integrated hiring and resource plan that maximized resource utilization along with inter and intra-city travelling. (PEI-WHO/UNICEF)
- Managed and supervised 17 Union Councils including 1000+ field staff
- Identified and recruited top talent, resulting in a highly motivated and productive team
- Established processes to track and monitor key performance indicators, allowing for informed decision-making
- Conducted in-depth orientation sessions to ensure new hires had a clear understanding of company policies and procedures. Also maintained effective communication between new hires and their supervisors
- Coordinate with Tehsil Delivery Officer (TDO), District Support Officer (DSO) and Deputy District Polio Officer (DDPO) to ascertain vacant positions. Visit respective Union Council to conduct tests/interviews of shortlisted candidates
- Execution of training plan, communication of the induction training plan to candidates, Admin & Logistics team to book venues
- Review all the insurance claims before dispatching the same to Head Office, follow up on the status of claims, and ensure delivery of cheques to the concerned family
- Complete special projects as per laid down SLAs and quality standards

2020 - **Assistant Manager Admin/HR**
2021 Toyota Khyber Motors (PVT) Ltd.

- Developed and maintained an up-to-date database of contacts and vendors, ensuring accurate and timely communication
- Implemented an employee performance evaluation system that improved performance
- Implemented office policies and procedures that improved staff productivity
- Maintained inventory of office supplies and equipment, ensuring that the office was stocked with necessary items
- Compiled and analyzed data to produce accurate reports and presentations for stakeholders
- Coordinated travel arrangements, ensuring that all details and requirements were met
- Maintained and developed documentation for equipment, including operating instructions and maintenance records

2019 - **Operation Manager**
2020 Tutors Gateway (PVT) Ltd.

- Implemented a new operational process that streamlined workflow and reduced costs
- Reconciled accounts payable and accounts receivable to ensure accurate financial records
- Created and maintained financial databases, ensuring the accuracy and completeness of records
- Developed relationships with clients to build trust and rapport, enabling clients to discuss their needs openly
- Created a customer service dashboard that provided real-time insights into customer service trends and performance metrics

2015 - **Assistant Accountant**
2018 Paradise Press (PVT) Ltd.

- Maintained an organized filing system for financial documents
- Collaborated with other departments to resolve billing and invoicing issues
- Reconciled bank statements and corrected discrepancies to ensure the accuracy of financial records
- Developed and implemented procedures for accounts payable and accounts receivable to improve accuracy and reduce processing time
- Developed and maintained a system for tracking accounts receivable and accounts payable

2014 - **Customer Service Representative**
2015 Daraz.pk

- Resolve products or service issues of customers along with Assisting with the placement of orders, refunds & exchange
- Maintain, scheduled & coordinate customer queries.
- Assisted customers with locating items and providing product information
- Processed transactions accurately and efficiently, ensuring that all transactions were completed within the established time-frame

EDUCATION

ICMAP

Cost & Management Accountant

Status : Fundamental Certificate

University Of Peshawar

Masters In Economics

Status : Completed Feb 2019

Virtual University Of Pakistan

Bachelors In Business Administration

Status : Completed Apr 2015

Peshawar Model Degree College

Intermediate (Pre-Engineering).

Status : Completed Aug 2008

Frontier Model School

Matriculation (Science).

Status : Completed Jun 2006

SKILLS

- Communication
- Empathy
- Leadership
- Troubleshooting
- Positive Approach to Criticism

LANGUAGE

- Urdu
- English
- Hindko
- Pashto
- Hindi

EXPERTISE

- Google Sheets
- MS Office
- Report Writing
- Payroll
- Talent Acquisition