



FOUZIA MUSHARAF ZAIDI



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DOB: 05/April/1999

Nationality: Pakistani

Driving License: YES

PROFESSIONAL SUMMARY

Seeking a role in proving my abilities of customer service satisfaction. Well-qualified in handling complex issues, efficiency-driven and organized with team-orientated mentality, achieve business goals built with a positive content.

WORK HISTORY

2021 - 2022

Specialist - HR

Outsourcing Private Limited | Karachi, Pakistan.

- Managing clients with employee headcount over 2000 review and implement legal, company & compliance policies & procedure at assigned clients.
- Provide Orientation and initial system training to new joiners.
- Lead team and coach them into their day-by-day premise task/issues.
- Assisting on performance management and review process.
- Participating in goal setting planning for employees towards the organizational goals.
- As HR advisory recommended best practices to clients and maintain compliance.
- Presentation Skills with federal and local employment laws.
- Co-ordinate with vendors to arrange Uniforms, travelling and purchasing of very good equipment for outsourced staff.
- Understand client's requirement for Human Resource and recruiting desired profile as best fit for organizations requirement.

SKILLS

HR - Specific Skills such as: -

- ✓ HRM knowledge & expertise
- ✓ Recruitment & selection
- ✓ Administrative expertise
- ✓ Cultural awareness & sensitivity
- ✓ Wellbeing evangelism
- ✓ Employee experience expertise
- ✓ Able to socialize with positive attitude towards staff members and clients.



EDUCATION

Degree	Institute / University	Major	Year
Masters	Rome Business School	Business	2021-Current
Bachelors In Honors	Wrexham Glyndwr University	Admin	2017-2020
O levels	Grammar School	Science	2015-2016

LANGUAGES

Urdu: Native Language

English:

Master or proficient

Arabic:

Beginner

INTERESTS

- ❖ Reading
- ❖ Traveling
- ❖ Exploring
- ❖ Networking and interacting with people.

- Managing monthly payroll of outsourced employees along with all statutory i.e., SESSI, Education CESS & EOBI also deal with employees to resolve their payroll related issues.
- Handle Disciplinary Actions
- Managing complete employees' life cycle Managing letters i.e., Appointment, Warning etc.

2019 - 2020

EXPO TRADE CENTER | UAE.

Customer Service

- Provided a professional, friendly welcome to clients, putting them at ease ahead.
- Carried out day-to-day tasks with enthusiasm.
- Resolve customers' concerns and answer customers' questions to your best ability.
- Maintain a positive attitude and calmly respond to customers' complaints.