



Hira Asghar

Seasoned Talent Acquisition and Operations Specialist

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PROFESSIONAL PROFILE:

A proactive, award-winning professional with a wide range of operational, services delivery, Talent Acquisition, Global Recruitment and customer service expertise. Experience gained in complex customer centric environments. Involved in recruitment, scheduling, coordination, operations, services delivery, client liaison, documentation filling and processing. Excel in positions with a high level of autonomy and responsibility as evidenced by multiple achievements including an Employee of the Month certificate in September 2021 & Star of the year award in October 2018. Experienced working both in hybrid and remote work models. I possess an exceptional ability to strengthen and lead any function where a strong commitment to results, professionalism, and operational excellence is required.

OBJECTIVE:

Currently seeking a new opportunity in a well-reputed organization. Keen to add value in an Operations, Recruitment, Client Liaison, Services Delivery, Customer Service, Administration, Marketing, HR and talent Acquisition roles where skills and experience can be fully utilized in a forward-thinking organization that will encourage growth.

WORK EXPERIENCE

Talent Acquisition Specialist / Lead Recruiter

Hire IT People Inc. USA. (Remote)

June 2022 to Present

- Involved in recruiting the best fit for the organization.
- Leading a team of five Recruiters.

- Procure people for different IT and Non IT requirements of various government/State and private clients across US and Canada
- Using multiple platforms to source potential candidates.
- Recruiting consultant with good experience in staffing and management, focused with a meticulous eye for detail to obtain the highest quality of candidates in a competitive international market.
- Manage the entire life cycle of the recruitment process including sourcing, screening and on-boarding for clients in the United States and Canada.
- Work side by side with the hiring managers.
- Experience in market research, making calls, and submitting profiles according to the company requirements.
- Handling in recruiting of H1s, citizens and green card holders, TN Visa, and EADS.
- Strong internet and database sourcing, passive recruiting, networking, referrals, negotiating and closing skills.
- In depth knowledge and experience using internet search engines and Job portals such as: Dice, Monster, LinkedIn, Career builder, Zip Recruiter, Indeed and social media networks.
- Scheduling interviews for the shortlisted candidates and coordinating with consulting firms based on client requests.
- Continuously following up with the candidates and employers about the interview schedule and taking the feedback.
- Ability to work effectively in high pressure environments.

Senior Services Delivery/Operations Coordinator

QUATTRIS Global Ltd. – Islamabad, Pakistan

June 2019 to September 2022

- Working with international clients In highly fast paced environment catered to daily tasks/tickets & project roll outs, Tasks included client servicing.
- Manages administrative tasks, such as document and information distribution and communication support.
- Follow-ups, Email and Chat support to the clients.
- Develop and maintain strong relationships, meeting short deadlines.
- Developing in-depth understanding of project scope and particulars i.e., required skill sets of the resources.
- Ensuring resources and equipment are always available.
- Procure people for different IT requirements in more than 50 countries including UK, European countries , Gulf region, Asia , Africa, Australia, Mexico, Brazil, US.
- Use multiple social platforms related to recruitment, to source potential candidates.
- Catered to recruitment, interviews, negotiations & compensations with IT Network Engineers, Electricians & others using referrals from existing Engineers and LinkedIn.
- Works closely with team members, managers, and leads to help deliver major organizational projects efficiently.
- Negotiations & compensations with existing IT Network Engineers, Electricians & others with the purpose to assign them to projects and daily tasks within budget.

- Understanding formal escalation and review process.
- Staying updated with all ongoing projects with the clients.
- Worked as a shift in charge responsible to assign tasks to other team members on shift.
- Supervising and training newly hired and junior team member.

Operations Manager

ATWICS Group – Abudhabi (UAE)

February 2019 to June 2019

- Communication with Canadian and Australian immigration clients / dissemination of information.
- Kept all clients up to date on their current cases status, as well as prior notifications about required documents.
- Carry out supervisory responsibilities in accordance with company's policies and applicable laws.
- Team management
- Worked at Abudhabi Branch and handled the operational work
- Managed and controlled the operations team of two branches and ensuring timely and efficient completion of all services, responsible for the effective and successful management of all operational processes, quality control and efficient customer services.
- Client Meetings
- Attending and dealing with clients who visit daily to discuss their cases and to take their cases update/follow-up.

Senior Operations Executive

ATWICS Group – Abudhabi (UAE)

August 2018 to February 2019

- Huge contribution to improve overall operational performance and profitability.
- Provided best after sale services to all clients and brought more referral customers through them
- Collaborate with other senior leaders.

Business Development / Immigration Consultant/Operations Executive

ATWICS Group – Islamabad, Pakistan & Abudhabi (UAE)

April 2017 to August 2018

- Contacting potential clients via email or phone to establish rapport and set up meetings, making sales and reaching assigned monthly targets.
- Assistance and delivering detailed information to walk in clients regarding Canada/Australia immigration.
- Oversight of day-to-day operations, finding and resolving errors or discrepancies in documents before forwarding to the legal authorities.
- Maintaining/updating files and client data both in soft and hard form.

- Communication with clients / dissemination of information.
- Keeping all clients up to date on their cases status, as well as prior notifications about required documents.

Front Desk/Admin Executive/Customer Services

Universal Tooling Services-Islamabad, Pakistan

December 2011-January 2013

- Responsibilities included handling customer queries, answering phone calls ,forwarding them to the concerned departments, and greeting customers.
- Filing customer records, including contact information
- Handling all Administration related tasks, that is organizing, setting appointments, maintaining and updating companys phone directory,scheduling, file management, faxing and communications.
- Rerouting customer calls to other departments when advanced solutions are needed.

KEY ACHIEVEMENTS

- Employee of the Month award for the extraordinary performance throughout the month of Sep 2021 by Quattris Global Ltd.
- Star of the Year Award, ATWICS Group 2018
- Appreciation Award for highest contribution in branch revenue in Jan 2018 by ATWICS Group.
- Honoured with the medal for outstanding achievement in-branch business revenue in Oct 2018 by ATWICS Group.
- Honoured with the medal for excellent performance in both operations and sales in Jan2018 by ATWICS Group.
- Appreciation Certificate for outstanding active participation in Branch operations, August 2017 by ATWICS Group.
- Appreciation Award for achieving highest sales in the month of August 2017 by ATWICS Group.

EDUCATION

Master of Business Administration (Marketing)

PMAS Arid Agriculture University Rawalpindi - Pakistan

October 2013 to January 2017 (CGPA 3.84 / 4.00)

SKILLS

- Operations.
- International Recruitment
- Business Development.

- Customer services.
- Sales.
- Microsoft Office 365.
- ATS.
- Ceipal.
- Leadership and management skills.

LANGUAGES

- English - Fluent
- Hindi - Expert
- Urdu - Expert
- Punjabi - Expert