

Muhammad Azhar



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Date of Birth: 21st – June – 1986

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Professional Summary

A passionate professional with 15+ years of experience in handling worldwide Corporate Customers. Diversified experience in Outsourcing. Offering my skills and experience in key areas of expertise to deliver Customer satisfaction via relationship management and structured working methodology. Currently working in the largest IT companies in Hyderabad that are connected to the USA telecommunication industry, and one of the biggest government contractors of Australia and New Zealand, the majority of areas designed automated portals OR formulated MS - Excel Templates.

CORE STRENGTHS & SKILLS

Financial

- Financial Statement Generation
- Management Accounting
- Financial Information System
- Financial Templates Design
- LTD (Life to Date) Reports
- Bank Reconciliation and Audit reports

HR Software Working

- RIQ
- ADP
- Chris21
- Ahola
- WebHR
- BambooHR
- QuickBooks (Payroll)

Human Resources

Management

- Payroll Taxes
- Payroll Management
- JD Management
- HRMS Administration & Report Generation
- Onboarding & Offboarding
- Discipline Issues
- Job Analysis
- Employee Record System
- Staff Supervision
- Leave calculations
- Social Securities
- Bonuses

Technical

- Creation of Templates & Procedures
- MS Office 2010 – 13 (**Excel Expert**)
- Microsoft Cloud and Office 365
- Google Apps
- Use of Accounting Software
- Basic Programming (VB, SQL)
- Retail IQ Metrix Software (RQ4)
- RQ4 Business Intelligence Software
- OS (Windows / Linux) / Server (2012)
- AD (Active Directory) Servers

Project Management Software

- Wrike
- Trello
- Jira

Personal

- Attention to detail
- Good IT knowledge
- Problem-solving
- Analytical mind
- High level of integrity
- Negotiating
- Decision making
- Supervisory skills
- Effective delegation
- Strategic thinking
- Entrepreneurship works

Professional Employment

Payroll Expert | March 2021 – Present

WebHR (Verge Systems). | Out Sourcing | USA, Canada, Australia, UK, South Africa, UAE

Company Profile: WebHR is an Outsourcing company focused on providing highly scalable business solutions HR Solutions provide to IT Organizations, Embassies, Property Management, Freelancing companies, etc.

Supervise 4 employees and was responsible for +20 reports. Collaborated with clients to identify goals, and problems and develop and implement need-based HR plans/system

- ❖ Managing the global payroll process of an organization operating in multiple countries or regions, including calculating salaries, wages, and other payments.
- ❖ Ensuring compliance with local laws and regulations to ensure that the organization complies with relevant employment laws and regulations in each country or region, such as minimum wage laws, tax laws, and social security laws.
- ❖ Maintaining employee records and maintaining accurate and up-to-date employee records, including employment contracts, tax forms, and other documents, in each country or region.
- ❖ Coordinating with local payroll providers in each country or region to ensure that the payroll process is efficient and accurate.
- ❖ Preparing global payroll reports, such as employee compensation, tax withholding, and deductions.
- ❖ Analyzing global payroll data to identify trends, weaknesses, and opportunities for improvement.
- ❖ Responding to employee inquiries regarding their pay, benefits, and other global payroll-related issues.
- ❖ Managing global payroll-related issues, such as resolving errors or discrepancies in employee pay and disputes over pay in each country or region.
- ❖ Implementing & maintains global payroll systems, ensuring that they are efficient and accurate across multiple countries or regions.
- ❖ Continuously improving the global payroll process, ensuring that it is efficient, accurate, and compliant with relevant laws and regulations in each country or region.

Achievements:

Working on the Countries ❖ Embassy of Canada ❖ Consulate of Canada (Philippines, Japan, Mexico, USA, UAE, South Africa, Myanmar, India, Hongkong, Romania, Bangladesh, Hungary) ❖ South Africa ❖ Canada ❖ USA ❖ Mexico ❖ UAE ❖ Trinidad Tobacco ❖ LAOS ❖ Iraq ❖ Iran ❖ Pakistan ❖ Saudi Arabia ❖ Malaysia ❖ Germany ❖ Jordan ❖ Bahrain ❖ United Kingdom ❖ Israel ❖ Singapore ❖ Jamaica ❖ the Philippines ❖ New Zealand ❖ India ❖ Tunisia ❖ Italy ❖ Australia.

Senior Payroll Officer | August 2021 – December - 2022

TMA Group of companies | Out Sourcing | Australia, New Zealand, Philippines, Canada, USA | (Remote based)

Company Profile: TMA Group of Companies Limited is a private company based in Sydney, Australia with offices in USA, NZ, and the Philippines. Our 12 companies provide products and services to industries including airlines, airports, FMCG, manufacturing, retail, higher education, telecoms, government, packaging, logistics, and many more.

Supervise 7 employees and was responsible for 20+ reports. Collaborated with a different department, and problems and develop and implement need-based HR plans/system

- ❖ Processing payroll including calculating salaries, wages, and other payments.
- ❖ Ensuring the organization complies with relevant employment laws and regulations, such as minimum wage laws and tax laws.
- ❖ Maintaining employee records accurate and up-to-date employee records, including employment contracts, tax forms, and other documents.
- ❖ Managing payroll-related deductions such as taxes, benefits, and garnishments.
- ❖ Resolving payroll issues, such as errors or discrepancies in employee pay and disputes over pay.
- ❖ Preparing payroll reports on payroll-related data, such as employee compensation, tax withholding, and deductions.
- ❖ Analyzing payroll data to identify trends, weaknesses, and opportunities for improvement.
- ❖ Responding to employee inquiries regarding their pay, benefits, and other payroll-related issues.
- ❖ Implementing & Maintain payroll systems, ensuring that they are efficient and accurate.
- ❖ Continuous improvement of the payroll process, ensuring that it is efficient, accurate, and compliant with relevant laws and regulations.

South Manager (Operations) | September 2020 – February 2021

Carl Care Pvt Ltd. (Infinix, Tecno, ITEL Cellular Company). | Hyderabad | China

Company Profile: Carl Care is a company of after-sales services provider, like warranty claiming, repairing, and replacement. This company has been working in Pakistan for the last couple of years, this company has 6 different companies of cellular, accessories, home appliances, etc.

In this position, I am handling 9 different branches, 9 branch Managers, 7 Supervise 40 employees, and am responsible for 20+ reports.

Collaborated with clients to identify goals, and problems and develop and implement them based on company policy. † Monthly Stock maintaining

- ❖ Improve customer service experience, create engaged customers, and facilitate organic growth
- ❖ Take ownership of customers' issues and follow problems through to resolution
- ❖ Set a clear mission and deploy strategies focused toward that mission
- ❖ Develop service procedures, policies, and standards
- ❖ Keep accurate records and document customer service actions and discussions
- ❖ Analyze statistics and compile accurate reports
- ❖ Recruit, mentor, and develop customer service agents and nurture an environment where they can excel through encouragement and empowerment
- ❖ Keep ahead of the industry's developments and apply best practices to areas of improvement
- ❖ Control resources and utilize assets to achieve qualitative and quantitative targets
- ❖ Adhere to and manage the approved budget
- ❖ Maintain an orderly workflow according to priorities

Payroll Specialist | Jun 2020 – September-2020

Level 3 Back Office (Zara Mobility). | Out Sourcing | Ohio, United State of America

Company Profile: Level 3 Back Office is an Outsourcing company focused on providing highly scalable business solutions like IT support, Accounting & Finance, Development, Marketing, etc.

Supervise 14 employees and was responsible for +20 reports. Collaborated with clients to identify goals, and problems and develop and implement need-based financial, accounting & HR plans/systems

- ❖ Managing payroll process: The payroll job involves overseeing the preparation and processing of payroll, including calculating salaries, wages, and other payments.
- ❖ Maintaining employee records: The payroll job involves maintaining accurate and up-to-date employee records, including employment contracts, tax forms, and other documents.
- ❖ Ensuring compliance: The payroll job requires ensuring that the organization complies with relevant employment laws and regulations, such as minimum wage laws and tax laws.
- ❖ Responding to employee inquiries: The payroll job involves responding to employee inquiries regarding their pay, benefits, and other payroll-related issues.
- ❖ Preparing reports: The payroll job involves preparing regular reports on payroll-related data, such as employee compensation and tax withholdings.
- ❖ Managing payroll-related issues: The payroll job involves managing payroll-related issues, such as disputes over pay, and resolving errors or discrepancies in employee pay.

Achievements:

- Implementation of Automated payroll generation just entered the raw file.

Accounts Analyst | Mar 2012 – August-2020

Basecamp Data Solution. | Out Sourcing | Ohio, United State of America

Company Profile: Basecamp is an Outsourcing company focused on providing highly scalable business solutions like IT support, Accounting & Finance, Development, Marketing, etc. Currently, **basecamp has 79 clients** from different industries (Telecommunication, Information Technology, and Manufacturing)

Supervise 14 employees and was responsible for +60 reports. Collaborated with clients to identify goals, and problems and develop and implement need-based financial, accounting & HR plans/system

- † Revenue (Reconciliation, Auditing, Disputes, Revenue Reporting)
- † Prepare LTD (Life to date) Report,
- † Prepare PNL (Profit and loss) Reports
- † Provide basic counseling to staff who have performance-related obstacles
- † Banking Reconciliation
- † Audit and verify all expenses daily that are done on our sides and properties.
- † Sales Auditing (Identification, Rectification Error Fixing)

Achievements:

- Implementation of an Automated program of profit calculation on Phone selling & Customer traffic history report on stores by using camera monitoring reports & SMB (Small and Medium Business) Commission report.

Commission Analyst | Mar 2009 – Mar 2012

Basecamp Data Solution. | Out Sourcing | Ohio, United State of America

Company Profile: Basecamp is an Outsourcing company focused on providing highly scalable business solutions like IT support, Accounting & Finance, Development, Marketing, etc. Currently, **Basecamp has 35 clients** from different industries (Telecommunication, Information Technology, and Manufacturing)

Supervise 5 employees and was responsible for 30 reports. Collaborated with clients to identify goals, and problems and develop and implement need-based financial, accounting & HR plans/system

- † Sales Reconciliation (Coordinate with the Store's Regional Manager, District Managers, and Store Managers to fix the issues of sales)
- † HR (Payroll preparation, Deductions (Fraud sales, Advances, etc.), Medical Allowances, Leaves Management, Federal Holiday Pay calculation)
- † Reporting (Deductions, Frauds, Revenue)

Achievements:

- Implementation of Automate Payroll at Basecamp Data solution.

Business Process Associate | Sep 2006 – Mar 2009

BaseCamp Data Solution. | Out Sourcing | Ohio, United State of America

Company Profile: BaseCamp is an Outsourcing company focused on providing highly scalable business solutions like IT support, Accounting & Finance, Development, Marketing, etc. Currently, **BaseCamp has 10 clients** from different industries (Telecommunication, Information Technology, and Manufacturing)

Responsible for 15 reports. Collaborated with clients to identify goals, and problems and develop and implement need-based financial, accounting &

HR plans/system

- † Sales Data mining from vendors' websites
- † Cash & Petty Cash Reconciliation
- † Bank Reconciliation (POS, Bank Accounts & Credit Card Accounts)

Education & Professional Development

Master of Business Administration (MBA-HR) [2016]

University of Sindh Jamshoro | 2nd Division | CGP 2.9 out of 4.00

Master of Business Administration (MBA-Finance) [2012]

University of Sindh Jamshoro | 2nd Division | CGP 3.0 out of 4.00

Diploma in Computer and Business Management (DCBM) [2009]

Faith College of Information Technology (S.B.T.E. Karachi) | First Division | 88%

Cost & Management Accounting (CMA) [2009 to 2013]

Institute of Cost & Management Accounting of Pakistan (ICMAP) | (2 Stages clear)

Bachelor in Commerce (B. Com) [2006]

University of Sindh Jamshoro | 2nd Division | CGP 3.1 out of 4.00

Other Competencies Test

Microsoft Partner | Microsoft Office Specialist 2012 – 2016 – 2019 – D365 | 97%