

# Abdul Hanan

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## Professional Summary

Dedicated and highly motivated professional with eight years of experience across various roles in multiple organizations. Strong background in HR management, monitoring and evaluation communication strategy, and teamleadership. Proven ability to drive organizational success through innovative problem-solving and effective resource management. Seeking to leverage extensive experience to contribute to the objectives of a forward-thinking organization.

## Core Competencies

HR Management, Team Leadership, Communication Strategy, Problem Solving, Conflict Resolution, Adaptability, Employee Engagement, Time Management

## Professional Experience

### **Community Block Officer (CBO) | COMNet Project, District Lahore Health Authority**

*Dec 2023 – Present*

- Accurate monitoring and evaluation relies on high-quality data. This involves implementing robust data collection methods and regularly reviewing data quality
- Monitor and evaluate overall progress on achievement of results
- Involves processing and interpreting data to identify patterns and trends that can inform decisions. Data analysis is used to evaluate the performance of projects, programs, and organization
- Report monthly, quarterly, half-yearly and annual progress on all project activities.
- Conduct capacity assessment on existing monitoring and evaluation system
- Compensation management including performing and updating salary surveys, and updating and writing job descriptions.

### **Union Council Communication Supporting Officer | COMNet Project, District Lahore Health Authority**

*Aug 2021 – Nov 2023*

- Perform difficult staffing duties, including dealing with understaffing and administering disciplinary procedures.

- Managed recruitment, training, and performance evaluations for a team of 121 members.
- Strengthening the M&E skills of team members and stakeholders through training and support, ensuring the sustainability and effectiveness of M&E Activities
- Regularly collect data on targets of each indicator to measure achievement against performance indicators at all levels.
- Ensured compliance with policies and procedures in all administrative duties.

#### **Assistant Manager HR & Crew Trainer | McDonald's**

*Apr 2017 – Jul 2021*

- Managed HR operations including recruitment, training, and employee relations for a large team.
- Conducted crew training sessions to ensure high levels of customer service and operational efficiency.
- Developed and implemented HR policies to improve employee engagement and retention.

#### **HR Assistant | Dixy Chicken Restaurant, Sialkot**

*Aug 2015 – Mar 2016*

- Assisted in HR functions including recruitment, payroll processing, and employee relations.
- Supported the HR manager in executing HR policies and handling employee grievances.

#### **Bakery Intern | Over Pride Baker, Akbar's Kinara Hotel**

*Jan 2015 – Jun 2015*

- Gained hands-on experience in bakery operations, including production and customer service.
- Assisted in inventory management and maintaining quality standards.

## **Education**

**MS in Business Administration** | University of Central Punjab, Lahore

**Bachelor in Business Administration** | University of Central Punjab, Lahore

**Graduation in Hotel & Restaurant Management** | University of Gujrat

**Intermediate in Commerce** | Government College, Gujranwala Board

**Matriculation in Science** | Government School, Gujranwala Board

## **Skills**

Leadership, Teamwork, Time Management, Conflict Resolution, Negotiation, HR Policy

Development, Employee Engagement, Adaptability, Problem Solving

## **Technical Abilities**

Field Level Social Mobilization & Communication, Staff and Team Management, Strong Communication Skills, MS Office Proficiency, Time and Attendance Systems, Email & Communication Tools, Employee Survey Tools

## **Languages**

**English**, Urdu, Punjabi