**Gul Naz**

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**Objective**

To be a part of an organization that will give me the opportunity to utilize my interest and abilities with my excellent performance to any given test according to the knowledge.

**Career Summary**

With a background in Information Technology and degrees in Gender and Women Studies and Human Resource Management, I bring nearly nine years of diverse experience in Administration, Finance, and Customer Care. I've worked with national organizations and international NGOs, showcasing my expertise and commitment in these fields.

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| **Professional Experience** |

**Finance and HR Assistant**

**Indus Consortium**

**1st March 2024 till Date:**

**Human Resource Responsibilities:**

* Manage staff onboarding processes including orientation, which will include regarding the project and relevant IC policies and procedures.
* Ensure personnel and recruitment files are maintained and update according to IC policies and procedures and ensure in a manner that ensures confidentiality.
* Prepare job descriptions, posting job adverts on different platforms (Pak NGOs) and managing the hiring process.
* Maintain all the employees files in hard.
* Manage and update the HR leave records, ensuring timely submission of timesheets by all employees.
* Manage leave requests, tracking employee leave balances, and ensuring accurate records.
* Communicate leave policies to project staff and provide guidance on leave-related questions.
* Ensure accurate and timely processing of salaries for project staff, coordinating with finance and payroll teams.
* Manage the staff appraisal and performance management process, maintaining a performance tracker.
* Arrange meetings (internal & External) conferences, trainings, workshops for the employees.
* Coordinate with hotels for event planning and maintain a list of preferred hotels.
* Maintain a list of vehicles and vendors for staff transportation.
* Ensure office cleanliness and availability of necessary items for smooth operations.
* Handle sending and receiving of documents via courier service to IC members and affiliates.
* Maintain the list of hotels especially major citizen of Pakistan and coordinate with hotel management for event plan.
* Develop training and development programs in coordination with the line manager.
* Preparation of contract letters and notifications such as probationary period notifications, extensions, re-designations, increments, promotions, demotions, and issuance of experience certificates at the time of separation from Services.
* Facilitate the exit clearance process and exit interview form for the staff.
* Maintain accurate and organized records, both electronic and physical.
* Assist in any other tasks assigned by the line Manager.

**Finance Responsibilities:**

* Prepare bank reconciliations in accordance with IC manual procedures.
* Prepare all types of vouchers as per the accounting system.
* Maintain accounts i.e cash book, Bank book, Ledger and advances. Maintain Cash in hand in safe custody and maintain records of all payments paid in cash and cheques.
* Ensure completion of mandatory documents for cash and bank payments, such as agreements, contracts, purchase orders, and travel order approvals.
* Check and verify all the claims submitted by the staff for reimbursement of claims.
* Obtain proper quotations and attach with all the procurement and verify process on case to case basis
* Deduct and deposit tax at source at applicable rates and maintain proper record of tax deducted and deposited.
* Coordinate administrative tasks and operations, including managing office supplies, equipment, and facilities.
* Timely monitoring and adjustment of files and program advances.
* Maintain document management and supporting documents of all projects
* Any other task assigned by the line Manager.

**Logistic Responsibilities**

* Manage data base of hotels and vendors.
* Responsible for arranging travel arrangements of internal or external staff.
* Provide logistical support for the programs department.
* Establish and maintain relationships with suppliers, vendors, and logistics service providers.
* Plan and coordinate logistics/rent a car services for project-related training sessions and events, including venue selection, scheduling, and participant communications.
* Ensure all necessary resources (e.g., training materials, equipment, and refreshments) are secured and available for training sessions.
* Maintain accurate records of project-related training activities

**Procurement Responsibilities:**

* Responsible for procurement planning and the entire procurement cycle until contract award.
* Prepare Terms of Reference (TORs) for individual consultants and firms and oversee the recruitment process.
* Conduct pre-proposal and pre-bid meetings, prepare responses to clarifications, and evaluate technical and financial proposals.
* Assist in contract negotiations and preparation of awards notes and letters.
* Support client selection committees and update relevant documents based on meeting inputs.
* Prepares and follows up payment requests for goods and services in a timely manner in accordance with existing IC procurement policies and guidelines.
* Assist with administration of project sponsored conferences, workshops, and training activities in field.
* Assists in drafting and evaluating bid proposals; solicits and negotiates competitive pricing from vendors and makes recommendations for issuance of purchase orders and waivers of advertising.
* Serves on committees to evaluate sealed proposals. Negotiates pricing.
* Maintains a database of vendors.
* Investigates and resolves complex problems associated with outside vendor documentation to process purchase orders and payments.
* Familiar with Quality and Cost-Based Selection (QCBS) methods.
* Handle responses to complaints and provide debriefings as necessary.
* Prepare and circulate RFQs and Tenders, oversee tender opening, and analyze prices.
* Conduct reference checks and supplier evaluations.
* Ensure smooth delivery processes with the assistance of the area team.
* Sign all procurement documentation and establish appropriate procurement procedures for each purchase.

**Call Center Agent**

**UN-IOM Islamabad**

**Medical health Division Islamabad**

**25 November 2021Till 31 December 2023:**

* Provide detailed information to migrants and refugees about health assessment procedures and requirements over the phone and email.
* Receive daily calls from applicants planning to visit the UK, Canada, Australia, and New Zealand.
* Efficiently schedule medical appointments, catering to the specific requirements of each applicant in accordance with established procedures and guidelines.
* Accurately register migrants in the IOM database, ensuring all necessary information is captured.
* Maintain the database with up-to-date and accurate migrant information.
* Coordinate with medical health assessment centers in Islamabad, Lahore, Karachi, and Mirpur Azad Kashmir about the slots management.
* Serve as the primary point of contact between medical staff, migrants, and refugees.
* Relay messages, inquiries, and updates promptly and accurately.
* Maintain a professional and compassionate demeanor when interacting with applicants.
* Prepare and maintain master lists of migrants and refugees scheduled for health assessment processing and distribute these lists to relevant medical health centers to process the schedule appointments.
* Maintain daily statistics related to health assessments, including the number of appointments scheduled, completed assessments, and the appointments missed by the applicants.
* Update records in a systematic manner to ensure data accuracy.
* Worked overtime and on weekend in case of emergency and caseload.
* Implement improvements based on feedback to enhance the quality of service.

**Admin and Finance Assistant**

**UN-IOM, Pakistan Transition Initiatives****(PTI Project), Peshawar**

**18 March 2013 to 30 June 2019:**

**FINANCE:**

* Monitored and controlled assets, reserves, funds, supplies, etc., ensuring compliance with IOM regulations.
* Provided support in accounting, budgeting, and financial-related matters, offering guidance to team members.
* Assisted in the preparation of annual budget submissions and revisions, estimating staff costs, rental/utilities, office equipment, supplies, printing, and other expenses.
* Extracted and inputted data into financial systems for the preparation of annual and project budgets, facilitating monthly budget monitoring and financial reporting.
* Reviewed all types of payments, ensuring proper authorization and validating supporting documents.
* Conducted claim verifications against documentation to ensure authorized purchases/services were completed.
* Coordinated settlements of travel expense claims for all staff members, ensuring accuracy and completeness of claims and supporting documents.
* Provided assistance in staff services such as travel coordination, expense claims, and document retrieval.
* Assisted in the preparation of budget, accounting, financial, and statistical reports, meeting organizational requirements.
* Maintained a tracker/database for e-filing, ensuring systematic completion of posted payments and accounting documents.
* Responsible for the management of office petty cash, maintaining accuracy and adherence to established standards.
* Performed additional duties as assigned from time to time, showcasing flexibility and adaptability.

**HUMAN RESOURCE:**

* Informed the Security unit for security clearance of selected candidates and notified the head office about the joining of new staff members.
* Assisted newly-arrived local staff with administrative formalities related to their accreditations, security passes, and submission of required forms.
* Collected and filed all original documents of employees for record purposes.
* Advised HR department and staff on HR policies, procedures, and initiatives.
* Provided orientation to selected candidates about HR policies.
* Advised staff members on their rights, obligations, benefits, and entitlements.
* Responded to staff queries related to HR, contracts, salary, tax certificates, benefits, leaves, TA-DAs, etc.
* Gave contracts to locally recruited/hired staff and ensured proper documentation.

**ADMINISTRATION:**

* Updated and maintained all Google Docs, Spreadsheets, and Staff-related records in the database on a daily basis.
* Maintained consolidated staff data, including emails, home addresses, CNIC numbers, health card numbers, employee card numbers, and contacts.
* Processed and maintained complete records of medical claims and leave requests.
* Maintained employee’s personal files and updated them accordingly.
* Processed travel expense claims in accordance with organization rules and policies.
* Provided travel assistance to staff for travel arrangements and entitlements.
* Assisted staff in arranging travel in coordination with the logistics section.
* Assigned vehicles and drivers for official travels.
* Ensured proper filing system for travel authorization forms and verified invoices received from hotels/guest houses.
* Raised purchase requisitions for fuel and kept records.
* Took necessary approvals from the Program Manager for generator fuel.
* Produced monthly fuel consumption reports and submitted purchase requisitions against invoices received.
* Assisted locally recruited staff about medical insurance plans and policies.
* Provided administrative support to staff in case of medical emergencies.
* Maintained daily tracking of medical records for staff and families.
* Checked and processed medical claims with required documents before submitting to Head Office.

**Database Entry Operator**

**Agency for Technical Cooperation & Development (ACTED), Peshawar**

**12 November 2012 to 15 March 2013**

* Executed tasks as outlined in the Terms of References in accordance with ACTED's internal policies, demonstrating independence and competence.
* Developed comprehensive distribution sheets for program teams, ensuring accurate representation of project data.
* Regularly gathered data collected by AMEU Monitors and distribution sheets, maintaining a consistent and up-to-date database.
* Ensured the accurate and timely entry of data into the database, demonstrating a high level of attention to detail.
* Implemented proper filing procedures for data to ensure easy retrieval and maintain data integrity.
* Worked in alignment with priorities set by the AMEU Coordinator and Senior Database Operator, adapting to changing requirements and project needs.
* Reported progress of data entry and highlighted any outstanding inaccuracies or discrepancies to the Database Operator at frequent and regular intervals.

**OFFICE COORDINATOR**

**STEPNEX SERVICES PVT LTD, Peshawar**

**11 September 2012 to 10 November 2012**

* + Oversaw day-to-day administrative tasks, including office repair and maintenance.
  + Ensured the smooth functioning of office operations.
  + Maintained and organized all relevant files and account books.
  + Executed efficient bookkeeping practices to keep financial records up-to-date.
  + Prepared and maintained all bills, receipts, and vouchers.
  + Managed petty cash, ensuring accuracy and accountability in financial transactions.
  + Took charge of office stationery management, ensuring availability and distribution as needed.
  + Maintained meticulous records of staff attendance and leave to facilitate HR processes.
  + Assisted the Manager Finance and Admin in various tasks to contribute to the overall efficiency of the department.

**Customer Relationship Officer**

**TRUST INVESTMENT BANK LTD, Peshawar**

**04 June 2007 to 10 September 2009**

* + Conducting and overseeing day-to-day financial activities, including cash transactions.
  + Preparing vouchers and accurately documenting all financial transactions.
  + Preparing daily statements to provide a comprehensive overview of financial activities.
  + Conducting daily and monthly reconciliation of cash to ensure accuracy and compliance.
  + Issuing payments for bills and promptly stamping them as paid during the payment process.
  + Responsible for the management and updating of petty cash on a daily basis.
  + Overseeing all financial and banking matters, ensuring compliance with relevant regulations.
  + Managing correspondence related to financial transactions and banking activities.
  + Maintaining meticulous records manually and electronically for correspondence files.
  + Managing and updating various registers, including cash register, cheque register, petty cash register, and more.
  + Issuing advances for expenditures and maintaining a detailed record of all issued advances.
  + Keeping track of correspondence registers to ensure accuracy and compliance.
  + Managing and updating records of employee leaves, ensuring accuracy and compliance with company policies.
  + Conducting follow-ups on all advances issued for expenditure.

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| **Education** |

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# Post Graduate Diploma in HRM (2018-19)

* Allama Iqbal Open University, (AIOU), Islamabad

# MS. Gender and Women Studies (2014-2017)

* Allama Iqbal Open University, (AIOU), Islamabad

# BS Information Technology (2002-2006) .

* CECOS University of IT & Emerging Sciences (CGPA 3.5)

**Board of Intermediate and Secondary Education Peshawar (2000-2001)**

* Intermediate

**Board of Intermediate and Secondary Education Peshawar (1999)**

* Matriculation

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| **Trainings/ Certificates** |

* + Procurement & Logistic Training
  + Admin/Finance/HR & Logistic Procurement Training
  + PSAIT
  + Fire Awareness Training
  + Women Awareness Training
  + Google Docs
  + First Aid Training
  + Presentation of Sexual Exploitation and Abuse (UN-IOM)
  + Data Protection Principles (UN-IOM)
  + Information Certified Security Awareness (UN-IOM)
  + Ethics and Conduct at UN-IOM
  + Unconscious Bias Training Module (UN-IOM)
  + BSAFE UN-IOM
  + I Know Gender UN-IOM
  + I Know Gender – Gender Equality and Migration UN-IOM

**Further Skills**

* + Good communication skills and interpersonal skills
  + Have a good moral characters
  + Have the ability to work under pressure

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| **Languages:** |

ENGLISH, URDU, AND PHASTO

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| **References:** |

* References will be provided upon request