



UMAR ALI SHAH

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EDUCATION & QUALIFICATIONS

Bachelor's in Human Resource Management

Namal Institute, Mianwali

May 2021

FSC (Pre-engg)

Govt Post Graduate Collage Lakki Marwat, KPK

Apr 2016

PROFESSIONAL EXPERIENCE

Zari Taraqiati Bank Limited (ZTBL)

October 2022 –February 2024

Data analyst

- Interpret data, analyze results using statistical techniques and provide ongoing reports
- Develop and implement databases, data collection systems, data analytics and other strategies that optimize statistical efficiency and quality
- Acquire data from primary or secondary data sources and maintain databases/data systems
- Identify, analyze, and interpret trends or patterns in complex data sets
- Filter and “clean” data by reviewing computer reports, printouts, and performance indicators to locate and correct code problems
- Work with management to prioritize business and information needs
- Locate and define new process improvement opportunities.
- Data Analysts plan decision-making, improve efficiency, enhance customer experiences, and manage risks by interpreting complex data sets.
- Success in data analysis demands a blend of technical skills (data cleaning and statistical analysis, spss) and soft skills (critical thinking and communication).
- The surge in data usage has significantly increased the demand for skilled data analysts across various sectors.

British Council, Islamabad

November 2021 - May 2022

HR Operations officer

- Assisting with the recruitment and hiring process, including posting job openings, screening resumes, conducting interviews, and facilitating the onboarding process for new hires.
- Updating safeguarding policies and employment profiles as per work place demand.
- Managing and E-filing confidential employee's data
- Ensuring the proper procedures and documentation is adhered to when handing over files to courier
- Sorting confidential letters and documents in the respective file
- Auditing Employees Personal files
- Highlight missing documents in the employees' personnel files
- Email and phone call communication with employees to recover all the missing documents
- lacing and e-filing letters and other mandatory Documents
- Digitalize Employees Personnel files (Using Updated Scanner Systems and Printers)

- Responding employees' queries and questions through emails and phone calls
- Preparing minutes of weekly meetings, and perform job as an observer during workshops/Trainings and should make a workshops/training note
- Giving daily updates to the lines manager regarding employee's queries and daily operations.
- Maintain files data in one drive folder and on MyHR electronically

AAA Associates

April 2021 - October 2021

Assistant HR

- Assist in recruitment and onboarding processes, including job postings, resume screening, scheduling interviews, conducting reference checks, and preparing offer letters.
- Maintain accurate employee records, including personal information, employment contracts, and performance evaluations.
- Coordinate and administer employee benefits programs, such as health insurance, retirement plans, and employee assistance programs.
- Assist in the implementation and enforcement of HR policies and procedures.
- Coordinate and schedule training programs and employee development activities.
- Assist in organizing company events and employee engagement activities.
- Manage and reconcile payroll data, including attendance records and time-off requests.
- Assist in the administration of performance management processes, including goal setting, performance reviews, and disciplinary actions.
- Maintain and update HR databases and systems to ensure accurate and timely reporting.
- Respond to employee inquiries and provide support in resolving HR-related issues.
- Assist in the preparation of HR reports and presentations.
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Namal Institute Mianwali

January 2020 - March 2021

Exams Planning Officer, oric

- Develop and maintain an up-to-date examination calendar
- Coordinate the distribution of exam papers
- Schedule and coordinate exam invigilation
- Monitor the progress of exams
- Work with other departments to ensure that all examination processes are running efficiently
- Ensure compliance with relevant examination regulations and procedures
- Manage and resolve any queries or issues related to examinations
- Provide support to students and staff regarding exam-related matters
- Develop and maintain effective relationships with external exam boards
- Produce and analyse exam performance data
- Manage the administration of exams, including the timely submission of results
- Develop and implement processes and procedures for all exam activities
- Monitor exam operations and report on any issues or potential problems

Namal Institute Mianwali

November 2017 - December 2019

HR Operations and Admin executive

- Maintaining physical and digital personnel records like employment contracts and PTO requests
- Update internal databases with new hire information
- Create and distribute guidelines and FAQ documents about company policies
- Gather payroll data like bank accounts and working days
- Publish and remove job ads
- Schedule job interviews and contact candidates as needed
- Prepare reports and presentations on HR-related metrics like total number of hires by department
- Develop training and onboarding material
- Respond to employees' questions about benefits (for example, number of vacation days they're eligible for)

PROJECTS

- **Research Project (Bachelors):** Submitted a research paper on “The journey of organization plantation in the Perspective of CEO transformation leadership”.
- **Compensation System:** Build a market base compensation system for hotel and hospital industry.
- **Online Learning Organization:** Reviewing strategic management process of online learning in light of COVID-19.
- Customers satisfaction in the banking sector of Pakistan
- Culture varying in hotels management
- Career Shaping Academy

ADDITIONAL EXPERIENCE

- Business Development Coordinator to NEDC
- Refugee resettlement coordinator at welfare organization
- Active Member of Namal Talent Hunt Program
- Volunteered for Events Management in Namal
- Visited BARI Chakwal to observe agribusiness practices
- Visited Nestle, Pakistan to observe dairy farming practices
- Prepare employees orientation hand book
- 3 days hand on practice at nestle
- 1 day training at BARI Chakwal, Punjab Pakistan
- Prepare Entrepreneurial Activities(Stalls at different sessions)

HONORS & AWARDS/ Certifications

- spss
- HRIS (Courses)
- SHRM
- Performance Management System (PMS)
- Objectives and Key Results (OKR)
- Microsoft Office Specialization (MOS)
- ATS
- HCM payroll
- Business Management
- NSE Training
- Business Fundamentals
- Collaborative working in a remote team
- Communication and interpersonal skills at work
- Evidence and data collection for problem solving
- Child Protection
- Fraud Awareness
- Information Management
- Introduction to Safeguarding
- Safety and Security
- Understanding, Equality, Diversity and Inclusion

SKILLS & INTERESTS

- Excellent verbal and written communication skills.
- Excellent interpersonal, negotiation, and conflict resolution skills.
- Excellent organizational skills and attention to detail.
- Strong analytical and problem-solving skills.
- Ability to prioritize tasks and to delegate them when appropriate.
- Ability to act with integrity, professionalism, and confidentiality.
- Thorough knowledge of employment-related laws and regulations.

- Proficient with Microsoft Office Suite or related software.
- Proficiency with or the ability to quickly learn the organizations HRIS and talent management systems.

Interests: People Interaction, entrepreneurship, cricket, and adventures.

LANGUAGE

English, Urdu, Pashto (Mother tong), Punjabi and Saraiki

REFERENCE

Reference will furnish on demand