

Muhammad Amer Iqbal

MBA (HRM)

Certified Human Resource Management Professional (CHRMP)

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Work Experience in UAE : 20+ YEARS

Career Objective

Being a Human Resource Professional my objective is to secure a leading position in HR where I can contribute while improving productivity by identifying gaps, improvig process, developing right strategy and by utilizing latest techniques and technology.

Career Summary

Functional Exposure	Summarized overview of Responsibilities
<ul style="list-style-type: none">Administration & OperationsAccount ManagementHuman Resource Management<ul style="list-style-type: none">RecruitmentStaffingPayrollEmployee RelationsTraining & InductionPerformance ManagementManpower PlanningTender & ContractsBusiness DevelopmentProject representative for Oracle based recruitment system, Taleo and Fusion DBMS/HRIS (from requirement gathering to implementation)	<ul style="list-style-type: none">A result oriented HR professional with 20+ years of experience that includes manpower outsourcing experience with agencies and as well as with CorporateManaged 2500+ outsourced staffManaged multimillion outsourcing contracts/budgetsSupervised team of recruiters and support staff and successfully met organizational objectives and targetsEnsured higher quality of experience to internal & external customersManaged recruitment life cycle from mobilization to demobilization of staffMaintained and increased productivity through identification of gaps in processes and staff motivation and encouragementHandled staff grievances tactfullyEnsure strict compliance to the policies, contractual terms and SOPSuccessfully multi-task in a dynamic & fast-paced environment while meeting deadlines

Professional Experience

Current Position: Specialist/Outsourcing Analytics

Period: January 2020 – Till Date

Reporting to: VP-HR Outsourcing Management

Previous Position: Specialist/Recruitment & Selection

Period: January 2016 – Dec 2019

ETISALAT - ABU DHABI, UAE



- Management of overall HR functions (Talent Acquisition, Performance Management, Payroll, HR Operations, Employee Relations) for 2500+ staff hired as outsourced resources.
- Development & implementation of strategies and procedures for outsourced staff.
- Develop effective, collaborative relationships and networking with all internal & external stakeholders.
- Account Management for internal customers (Technology/Engineer Dept., Brand & Communication Dept., Finance Dept., Marketing & Business Dept., Sales Dept. Contact Center, HR Dept. and Misc. Depts.) and SPOC (Single point of contact) for external suppliers for the requirements related to outsourced resources such as Recruitment, Interview, Hiring, Onboarding, terminations, resignations, salary increment & promotions, disciplinary action, off boarding and contractual terms.

- Coordinate with internal stake holders regarding budget approvals, reallocation of budgets referring to respective manpower contracts, creation of employee requisitions through Taleo, assigning hiring requisitions to agencies, participation in interviews for Sr. roles.
- Management of multimillion annual manpower budget in coordination with Finance and Procurement through i-procurement (Oracle based ERP) for outsourced resources (Purchase requisitions, Purchase orders, payment/invoice related issues of suppliers)
- Supervision of team involved in end to end manpower outsourcing management process that includes process of on boarding, record management, exit clearance, time sheet management, supplier's invoicing
- Coordinating and managing change of contracts of staff and managing process of staff migration ensuring uninterrupted operation and staff's access to various systems.
- Performance evaluation of staff in coordination with internal & external stakeholders, taking necessary measures to address performance related issues of staff. Resolve staff related issues within HR policies and contractual framework
- Review of manpower contracts/addendums, negotiation with suppliers, evaluation of suppliers, ensure compliance of suppliers to manpower contracts
- Coordination & investigation of fraud cases, disciplinary actions, recovery of loss amount
- Providing support to recruitment team and business units on issues related to recruitment system (Taleo)
- Provided Training of Taleo Recruitment to recruitment team and representatives of recruitment agencies.

Position: Branch Manager/Manager Recruitment and Operations

Reporting to: General Manager

FIRST SELECT UAE A Subsidiary of **G4S (Group 4 Securicor)**

Period: February 2007 – Sep 30, 2015

ABU DHABI, UAE



Duties and Responsibilities

- Leading the team of Recruiters and Support Staff deployed for various multimillion recruitment projects in govt. sectors as follows: Oil and Gas/Petrochemical/Engineering, Hospitals/Clinics, Telecom and Govt. Departments.
- Ensure strict compliance to the policies and procedures of the organization, participated in the improvement of policies and procedures related to recruitment and mobilization.
- Closely monitor day to day operation and settle issues related to HR, payroll, Accounts, administration, Recovery, mobilization and demobilization; Resolve critical queries and complaints of outsourced staff.
- Ensure smooth recruitment operations and mobilization process, renewal of labour card, visa, insurance card and security pass
- Monitor performance of recruiters and provide them necessary support to meet their targets
- Disciplinary actions for non-compliance to company policies, terminations, exit interviews and exit clearance process, Coordinating the payment of EOSB
- Nominating the staff for in house trainings arranged to improve their skills
- Conduct meetings with key account managers/recruiters to ensure quality and trouble free services to clients; Help to maintain a triangular relationship of Client, Staff and Agent through quick resolution of issues
- Prepare weekly, monthly, quarterly and annual reports to assess the performance of recruiters
- Conduct employee orientation to ensure the secondees understand their role and perform their job complying to policies and meet client expectations.
- Review contracts and negotiate with clients; Reviewed and finalized high value manpower/outsource contracts or proposals for clients such as ADAC (Abu Dhabi Airports Company), *ADNOC and subsidiaries (Takreer, GASCO, ADGAS, ADMA-OPCO, Fertil, Borouge, Al Hosn Gas), Mubadala and Subsidiaries (Mubadala Petroleum, ELNG, CCAD, ATIC), Etisalat, EDCH, NPCC, SEHA, Cornich Hospital, Municipality, Newyork University Abu Dhabi and various private organizations.*

- Prepare response to manpower related RFPs, RFQs and Tenders; Perform costing and Prepare technical and commercial proposals for tenders
- Well versed with labour and immigration laws
- Coaching and mentoring recruiters and account executives

Position: RECRUITMENT OFFICER **Period:** July 2005 – January 2007

Reporting to: HR Manager

AL MANSOOR ENTERPRISES LLC ABU DHABI, UAE



Duties and Responsibilities

- Screening and short listing candidates as per client's requirement utilizing different sources i.e. local market/overseas recruitment agencies/Newspaper and job portals, Arranging/Conducting telephonic and personal interviews
- Worked for various clients:
ADNOC HEAD QUARTER, ADNOC DISTRIBUTION, GASCO, BOROUGE, TAKREER, Etisalat
- Preparing response for Tenders, Finalizing Manpower contracts while coordinating with management

Position: MEDICAL INSURANCE CLERK **Period:** July 2004 – July 2005

Reporting to: Advisor Medical Insurance

AL NOOR HOSPITAL ABU DHABI, UAE



Duties and Responsibilities

- Preparation of medical claims, Arrangement of pre approvals for various diagnostic and surgical procedures and coordination with medical insurance companies.

Position: OFFICE ADMINISTRATOR **Period:** June 2000 – June 2004

Reporting to: Managing Director

GSMC ABU DHABI, UAE

Duties and Responsibilities

- Supervision of front desk, Preparation of claims for medical insurance
- Business correspondence, Preparation of quotations, coordination with local newspapers for advertisements and publication of Doctor's articles

Position: OFFICE ADMINISTRATOR **Period:** April 1998 – March 2000

BACK UP INTERNATIONAL - Sialkot-Pakistan

Duties and Responsibilities

- Correspondence, Preparing quotations, Invoices

Personnel Profile

Date of Birth	:	14 th June, 1974
Marital Status	:	Married
Visa Status	:	Resident
Valid UAE Driving License	:	ISSUED ON 22/07/2002

Academic Qualification

- MBA-HRM (CGPA 3.2)
- B.Com

Certification

- **Certified Human Resource Management Professional (CHRMP)** – American Certification Institute (ACI)

- **Internal QMS Auditor** – Bureau Veritas – October 2014
- **Tender and Proposal Writing** (Training workshop by FST-First Select Training, Dubai) December 05, 2013
- **Recruitment Sales Essentials** (Training workshop by FST, Dubai) August 22, 2013
- **Account Management in Outsourcing** – FST, Dubai - May 02, 2013
- **Compensation and Benefits – 2 days’ conference** IIR, Dubai - June (18-19), 2012
- **Key Account Management** - FST, Dubai - 19 January, 2012
- **Contracts & UAE Labour Law** - FST, Dubai - 16 October 2011
- **Recruitment & Talent Management – 2 days’ Forum** - HR, Abu Dhabi – January (24–27), 2011
- DISC (Psychometric Tool) training (*Assessment of Professional Behaviour*) First Select & Turning Point, Dubai - June 28th 2009
- Finance for Non Finance Executives - **Group 4 Securicor**, Abu Dhabi - August 13th – August 15th, 2008
- Conference ,Building Future, (Phuket-**Thai Land**) – **5 days’ conference** - April 27- May 01, 2008

Skills and Knowledge

- Very good knowledge of UAE Labour law
- Well versed with process of Visa/Labour approval and pension fund
- Review of contracts
- Compensation and Benefits
- Problem Solving & Analytical skills
- Manpower Planning
- Tender Documentation
- Job Analysis

Induction and presentation

- FS Job Portals training to New Joiners (First Select UAE)
- Induction to new joiners (First Select UAE)
- Safety Induction to New Joiners (Al Mansoor Enterprises)

Job Portals Training

- www.bayt.com
- www.monstergulf.com
- www.naukrigulf.com
- www.akhtaboot.com
- www.rigzone.com
- www.jobs.abudhabi.ae

IT Training and Certification

- Cisco Certified Network Associate (**CCNA**)
- Building Scalable Cisco Networks (**BSCN**)
- Microsoft Certified System Engineer (**MCSE**)
- Office Automation and software tools

Project for Recruitment Management System (Taleo) & MIS/HRIS (Fusion)



Project representative for Oracle based Recruitment System (**Taleo Enterprise** – Version 19D1) and HRIS (**Fusion** – Version 19D) from inception to implementation. (Project period: Aug 2018 – Sep 2019)

- Framed business process framework
- Business requirement gathering
- Gap Identification
- Risk mitigation
- Overseeing end to end important activities
- Conducting business review meetings
- Conference room Pilot1, Pilot2, Pilot3
- UAT (User Acceptance Testing)
- User Training
- Go live
- Post production support
- process re-engineering & improvement

Achievement

- Gap analysis for manpower contracts
- Re-negotiated contract terms with suppliers that resulted in annual saving of **3 million+**