

Farheen Fatima

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HR & Admin professional with over 12 years of experience in developing and implementing HR strategies and initiatives aligned with overall business goals. Throughout my career, I have successfully bridged management and employee relations by addressing demands, grievances, and other issues. I have a strong background in personnel management, recruitment, selection, and maintaining HR internal databases. In addition, as an experienced Office Administrator, I have a proven track record of effectively managing administrative procedures and optimizing office operations. With a strong attention to detail and a dedication to streamlining processes, I ensure the smooth flow of information and contribute to the overall efficiency of the organization. I excel in streamlining administrative procedures and systems to optimize productivity and ensure the smooth flow of information within the company.

EXPERIENCE

Manager - HR & Administration

Jun 2018 – Jan 2025

Hi-Tech Medics Private Limited, Lucknow

HR Responsibilities -

- Develop and implement HR strategies and initiatives aligned with the overall business strategy
- Bridge management and employee relations by addressing demands, grievances, or other issues
- Managing the recruitment & selection process for factory, corporate and marketing.
- Personnel management and documentation.
- Preparing salary sheet, attendance records, salary slips, salary certificate, EPF & ESI, TDS deduction etc.
- Maintaining HR internal databases (e.g. employment contracts, new hire guides & leave records).
- Preparing HR letters (appointment, joining, termination , appraisal, transfer etc)
- Maintaining regular reports and presentations on HR metrics etc.

Admin & Other Responsibilities -

- Managed banking operations, including salary processing for all employees, ensuring accuracy and timely disbursement.
- Assisted the CEO directly by scheduling meetings, preparing agendas, and coordinating travel arrangements (domestic and international) for seamless execution.
- Developed and monitored the monthly budget for the purchase team to optimize spending and ensure adherence to financial goals.
- Supervised and coordinated with the purchase team to streamline procurement processes, monitor purchase orders, and ensure timely delivery of materials.
- Acted as a liaison between the CEO and purchase team to align purchasing decisions with company strategies and priorities.
- Ensured compliance with financial policies and company protocols during salary disbursement and budgeting activities.
- Prepared regular reports on budget utilization, procurement status, and banking activities for management review.
- Plan and coordinate administrative procedures and systems and devise ways to streamline processes.
- Ensure the smooth and adequate flow of information within the company to facilitate other business operations
- Direct and coordinate daily operations of the manufacturing plant
- Oversee facilities services, maintenance activities and tradespersons
- Organize and supervise other office activities
- Managing day-to-day affairs as admin.

HR & Administration Officer

Oct 2012 - May 2018

Lucknow Clearing Agency (ACC Ltd - Warehouse), Lucknow

- Preparing salary sheet, attendance records, salary slips, salary certificate, EPF & ESI, TDS deduction etc.
- Maintaining HR internal databases (eg employment contracts and new hire guides & other records).
- Preparing the appointment, joining, termination letters.
- Maintaining regular reports and presentations on HR metrics etc.
- Maintaining imprest cash.
- Preparing itinerary on behalf of the management.
- Performing stock audit on monthly basis
- Oversee all levels of staff activity and performance
- Plan, organize, direct, and run optimum day-to-day operations as admin.

Academic Counselor

Feb 2012 - Sep 2012

National Institute of Information Technology (NIIT), Lucknow

- Assesses student interest, aptitudes, and abilities in order to assist in academic and career planning.
- Conferred with teachers and parents regarding the student's strengths, weaknesses and aptitudes.
- Advised students about future careers and college plans.
- Conducted psychological and intelligence tests.
- Maintaining updated reports on student progress.
- Performs related duties as required.

EDUCATION

Master of Business Administration (M.B.A.) - Information technology & HR

2011 - 2013

Sikkim Manipal University, Lucknow

Bachelor of Arts (B.A.) - Psychology, Sociology

2006 - 2009

Lucknow University, Lucknow

CERTIFICATE COURSE

- GNIIT from NIIT (Software Engineering - 2009-2012)
- Certificate of Infoedge from NIIT (IT Fundamentals & Computing and MS Office Package - 2009)
- Certificate of C ++ from NIIT (2009)
- Certificate of PC Technician (A+) from NIIT (computer hardware and operating systems - 2010)
- Certificate of Network Technician (N+) from NIIT (Network and System Administration/Administrator - 2010)
- Advance Diploma in Computer Application (ADCA) from Sana Computer Training Centre

SKILLS

HR Policies and Procedures: Demonstrated knowledge of developing and implementing HR policies & procedures to ensure compliance and adherence to best practices.

Recruitment and Onboarding: Experience in managing the end-to-end recruitment process, including job postings, candidate screening, interviewing, and coordinating new employee onboarding.

Employee Relations: Ability to handle employee relations issues, including conflict resolution, performance management, and disciplinary actions.

Data Analysis and Reporting: Ability to analyse HR data and generate reports on metrics .

Organizational and Time Management: Strong organizational and multitasking skills to handle multiple priorities and deadlines in a fast-paced HR environment.

Office Management: Proficiency in managing office operations, including coordinating schedules, managing supplies, and overseeing day-to-day administrative tasks.

Problem-Solving: Strong problem-solving skills to identify and address issues or challenges that may arise in the office environment.

Adaptability: Ability to adapt to changing priorities, handle unexpected situations, and work well under pressure.

Data Entry and Record Keeping: Accurate data entry skills and experience in maintaining records, databases, and files.

Technology Proficiency: Familiarity with office software & tools, such as Microsoft Office Suite (Word, Excel, PowerPoint, Outlook) and other relevant software for email, calendar management, and document processing.

Communication Skills: Strong verbal and written communication skills to interact with colleagues, clients, and vendors professionally and effectively.

PERSONALITY

- Organized
- Creative
- Punctual
- Communicative
- Reliable

HOBBIES

- Listening to Music
- Cooking