

R-60, Block# 9, F.B.Area  
Karachi  
0092-335-1217990

**To,  
The Manager Human Resource**

**SUBJECT: LETTER FOR HR & ADMINISTRATION POST:**

*Dear Sir / Madam,*

*I discovered from legitimate sources that a few opportunities are available in your renowned organization, and I would like to express my interest in applying for the same.*

*Seeking challenging opportunities where my educational and experience potential complements the needs of the organization. If I am fortunate in obtaining employment with your distinguished organization, I will make every effort to accomplish the duties allocated to me to the best of my ability at all times.*

*I'm looking forward to an interview where I'll be able to explain my qualifications in person. A copy of my current curriculum vitae, which contains my qualifications and experience history, is enclosed.*

*Thanking you in anticipation,*

*Yours sincerely,*

**FOUZAN ALAM**

# **FOUZAN ALAM**

**Father Name:** Najeeb Alam

**Address:** R-60, Block #9 Federal B

**Area,** Karachi, 75950, Pakistan

**Date of Birth:** 21<sup>st</sup>-June-1997

**Mobile Phone:** 0335-1217990

**E-mail Id:** [Fouzanalam21@gmail.com](mailto:Fouzanalam21@gmail.com)



## **CAREER OBJECTIVE:**

I am a committed, energetic individual with the capacity to handle work independently and love to accept challenges in teamwork and task focused desire to serve under your dynamic Guidance and can also come up with a flair of initiative and drive.

## **PROFESSIONAL EXPERIENCE:**

- Experience in **HBL Currency Exchange** as a **Branch Manager**

**From January 28<sup>th</sup> 2024 to September 10<sup>th</sup> 2024**

### **Job Responsibilities:**

- ❖ Make sure that the Branch meets its quarterly, annual, and monthly revenue targets in line with the company's business plan. In the event that sales targets are not met, make sure the proper action plans are implemented.
- ❖ Manage the end of day cashier balancing of the branch.
- ❖ Make sure that the Branch cultivates and upholds outstanding customer connections at all relevant levels.
- ❖ By completely implementing the Branch's policies, procedures, and control processes, you can make sure that all necessary controls are in place to preserve acceptable and proper conduct of business practices. When problems with policies and processes are found, comments and suggested changes should be forwarded to the head of sales and the regional head.
- ❖ Ensure day-to-day compliance with the Company's own internal AML policies and procedures. Assist in proposals and agreements for external clients.
- ❖ Manage branch staff in accordance with company policies and procedures. Maintain efficient lines of communication between the Branch and Head Office, and foster a collaborative atmosphere within the Branch.

- Experience in **Madman Creative** as an **Internee in Client Service/Business Development** **From September 4<sup>th</sup> 2023 to November 1<sup>st</sup> 2023**

### **Job Responsibilities:**

- ❖ Guaranteeing a satisfying and expert client service encounter.
- ❖ Provide technical support to customers on goods and services.
- ❖ Fostering good customer interactions by consistent follow-up on ongoing procedures and check-ins.
- ❖ Recognizing possible issues with customer services and assisting with preventative measures.
- ❖ Recommending changes to the product in response to customer service comments.

- ❖ Assist in proposals and agreements for external clients.
- ❖ Determine chances for upselling, cross-selling, and renewals, and keep in constant contact with the sales team.

- Experience in **Interflow Communications** as an **Internee in Client Service from June 5<sup>th</sup> 2023 to July 14<sup>th</sup> 2023**

**Job Responsibilities:**

- ❖ Assist in proposals and agreements for external clients.
- ❖ Determine chances for upselling, cross-selling, and renewals, and keep in constant contact with the sales team.
- ❖ Guaranteeing a satisfying and expert client service encounter.
- ❖ Provide technical support to customers on goods and services.
- ❖ Fostering good customer interactions by consistent follow-up on ongoing procedures and check-ins.
- ❖ Recognizing possible issues with customer services and assisting with preventative measures.
- ❖ Recommending changes to the product in response to customer service comments.

- Experience in **FIVERR** as an **Account Manager From OCT 2022 to Till**

**Job Responsibilities:**

- ❖ Respond to consumer questions and requests and take care of their requirements.
- ❖ Keep an eye on accounts to ensure that clients receive services that suit their demands and fall within their budget.
- ❖ Determine chances for upselling, cross-selling, and renewals, and keep in constant contact with the sales team.
- ❖ Assist in proposals and agreements for external clients.
- ❖ Managing customer relationships and promoting retention and revenue growth.

- Experience in **M/S. OSMANI & COMPANY PVT. LTD** as a **HR INTERN From JAN 2021 to FEB 2021**

**Job Responsibilities:**

- ❖ Maintains the company's organizational charts as well as the staff directory.
- ❖ Maintain the work structure by updating all job qualifications and job descriptions.
- ❖ Establish recruiting, testing, and interviewing programs to keep the organization's workforce.
- ❖ Maintain candidate resumes and the employee database in the HRMS.
- ❖ Conduct orientation and training to prepare staff for new responsibilities.
- ❖ Communicating and explaining the organization's HR policies to the employees.
- ❖ Supervise Employee daily attendance.
- ❖ Oversee Employees Visit Management System.
- ❖ Investigate and understand causes for staff absences.
- ❖ Assist in developing & implementing Performance Management System.
- ❖ Provide basic counseling to staff that have performance related obstacles.
- ❖ Maintain time tickets records for all employees and take follow-ups for non-compliance.
- ❖ Assist in proposals and agreements for external clients.
- ❖ Participates in administrative staff meetings and attends other meetings.
- ❖ Provide advice and recommendations on disciplinary actions.
- ❖ Assist in prepare employee separation notices and related documentation.

- Experience in **SCIENTIFIC NUTRITION** as an **HR INTERN From JUN 2020 to DEC 2020**

**Job Responsibilities:**

- ❖ Policy & procedures implementation of new HR policies, procedures and processes
- ❖ Conduct recruitment and selection process.
- ❖ Organize staff training sessions, workshops and activities
- ❖ Provide advice and assistance in developing human resource plans & provide staff orientations.
- ❖ Assist in facilitation of the staff Performance Management System.
- ❖ Responsible for attendance management of all employees.
- ❖ Prepare monthly payroll including incentives and commissions calculations.
- ❖ Make and update leave encashment of all employees.
- ❖ Execute & Monitor Gratuity matters and Medical reimbursements for all entitled employees.
- ❖ Coordinate and follow up with vendors or suppliers to ensure on time delivery, and meeting to resolve queries and issues.
- ❖ Office Stationary control.
- ❖ Supervise Housekeeping Activities.
- ❖ Correspondence with clients for diverse projects and shipments.
- ❖ Making all import & export related documents like Packing Lists, Commercial Invoices and E Forms.
- ❖ Track shipments and communicate with clients about the package's progress.
- Maintain employee database.

**ACADEMIC QUALIFICATION:**

- Bachelor in Business Administration (BBA .) in HRM, PAF Kiet, (GPA 3.2)
- A'LEVELS (CAMBRIDGE) in Commerce, 2016 Private, **'B'-Grade**
- O'LEVELS (CAMBRIDGE) in Commerce, 2013 The City School, **'B'-Grade**

**EXTRA EDUCATIONAL COURSES:**

- Digital Marketing (ITC Image)
- Financial Literacy Training Program (NIBAF)

## PROFESSIONAL SKILLS:

- Understanding of all administrative and HR functions and office practices
- Proficiency in MS Office (Excel, Word, Power point) & MS Outlook
- A clear and confident communicator, capable of creating and delivering interactive presentations for diverse audiences
- A Team leader, dedicated to providing high quality support and excellent problem solving skills to team members to achieve personal and professional goals.
- Project Management Skills
- Time Management Skills
- Interpersonal Skills
- Business Letter Writing Skills
- Negotiation Skills
- Data Monitoring and Analyzing Skills
- Bookkeeping Skills
- Stress Management Skills
- Report writing Skills
- Planning and Organizing Skills
- Strong Coordination Skills
- Ability to learn & implement new methods quickly