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| 638- STREET 30, BLOCK g, PHASE 5, dha lAHORE |
| Cell No.+ 92 307 4446567 |

 **SHAISTA HASSAN- CEO Stibnite Smart Solutions**

**CHRP (Certified Human Resources Professional-CIPD UK)**

*Enriched with* ***20 years of experience*** *in all areas of human resources including talent acquisition & talent management, learning & organizational development, labor laws implementation, reward and retention, business planning, re-engineering & partnerships.*

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**Personal Information**

Gender: Female Marital status: Married Nationality: Pakistani Age: 43

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***Professional Experience***

**Trainer, Consultant, CEO – Stibnite Smart Solutions**

* Shaista climbed the career ladder on merit in 20 years with her performance and potential.
* She has always been a champion of diversity and change.
* She is a role model for corporate youth. She has a great depths, insights and research done about gender, cultural, regional and psychological diversity.
* Wherever she had worked she proved her mettle and knew how to make a difference.
* She has voluntarily chosen her new field of training, consultancy and entrepreneurship to make a difference in society. All business leaders she had worked for and with vouch for her command business and acceptance of human diversity e.g., physical or mental. She has great expertise on labor and herself been leading the inquiry committees and handling all sorts of grievances. She was recently interviewed by “Women Of Pakistan” a US based initiative for her contribution in the corporate world.

**Head Human Resources Pakistan**

**Milvik Pvt. Ltd (Swedish Multinational)**

**(February 2020 till December 31, 2020)**

* Talent Attraction and Recruitment
* Talent Performance & Development
* Talent Retention
* Local Market Reward Insight
* Employee & Labor Relations
* Employee Risk Management
* Employee Engagement

**OD & HR Expert and Trainer**

**Stibnite Smart Solutions**

**(February 2019- January 2020)**

* Worked as champion of change, diversity and modern productivity enhancement techniques.
* Worked on workplace diversity in Pakistan.
* Worked as external HR Consultant for Kinnaird College, motivational Speaker at UMT, International School of Choueifat etc.

**Manager HR Operations, Learning & Organizational Development**

**Fauji Foods LTD.**

**(Jan 2017- February 2019)**

* Managed the need for learning and staff development to stay updated with the changing industrial, legislative and technological dynamics and market changes.
* Introduced and implemented the performance management system, organizational and leadership development initiatives.
* Implemented the JSP (Job Success Profiles) for the entire company, completed job analysis for all positions.
* Comprehended and implemented the HCM strategic plan 2017 & 2018 and compilation of business plans of other functions.
* Was responsible for the MPD Milk procurement department, supply chain logistics & operations, production operations, warehousing, engineering, sales, marketing, and quality assurance trainings.
* Was responsible for employee relations & labor law related issues like PESSI and EOBI etc.
* Was responsible for designing and development of training programs for management and employees. Incorporated best practices in learning plans.
* Facilitated communication and team building among employees and management by using innovative techniques.
* Managed the learning budgets, audits and effectiveness of all learning sessions.

**HR Business Partner - Commercial (Pakistan)**

**Coca Cola Beverages Pakistan (Pvt.) LTD**

**(Aug 2014- Sep 2016)**

***Business Partner was a Functional Head position of CCBPL HR, reporting directly to the Director HR***

* Was responsible to implement CCBPL’s human resource and employee relations strategy country wide.
* Collaborated and executed HR policies, procedures and programs and lead the execution of all HR programs with a focus on agile and proactive business support.
* Ensured a positive, supportive and entrusting employer-employee relationship promoting a high level of employee morale and engagement.
* Having worked in HR throughout career, opted for to have a first-hand exposure of business as Distributor Development Manager. This position was responsible for providing strategic guidelines and support on bringing effectiveness in distribution.
* Ensure development of new of new business models and their timely execution across CCBPL.
* Developed processes addressing the distributors’ annual planning for people, infrastructure, systems & profitability.

**Head of People Excellence (Human Resources)**

**METRO Cash & Carry Pakistan**

**(Nov 2009- Till July 2014)**

* Strategized in core areas of reward and retention, talent acquisition and talent development
* Was directly responsible for country wide a) Recruitment & selection b) Compensation & benefits c) HR Operations
* Was responsible for annual headcount planning exercise, taking into account new business requirement
* Developed& monitored key measures for HR Operations performance.
* Developed & constantly updated policies & procedures in line with company strategy, direction & market norms.
* Was responsible for the annual personnel budget of +2 billion PKR. Forecasting based on business needs, country economic conditions, market norms, market research & internal equity analysis.

**Training Manager**

**METRO Cash & Carry Pakistan (April 2009 – Nov2009)**

* Managed the entire functional and departmental trainers.
* Managed functional and organizational training needs identification.
* Managed country training calendar preparation & maintenance in coordination with line managers.
* Managed creating a pool of Part-time trainers & tutors.
* Managed direct coordination with all head of departments.
* Managed generation and creation of reports and MIS to track training performance
* Managed designing and development, customer management, systems and processes and training coordination issues.

**Manager HR Operations**

**METRO Cash & Carry Pakistan (July 2008 – April 2009)**

* Managed the monthly, yearly and midterm forecasting & reporting of personnel budget.
* Managed the performance and potential appraisal process
* Streamlined and structured the HR processes and procedures at head office and also for stores.
* Managed the health & life Insurances, doing negotiations, updating employee records, clearing bills after verifications.
* Performed difficult staffing duties, including dealing with understaffing, refereeing disputes, terminating employee contracts, and administering disciplinary procedures.
* Analyzed and modified compensation and benefits policies to establish competitive programs and ensure compliance with legal requirements.

**Regional HR Operations Executive (HR Department)**

**Telenor Pakistan (August 06- June 08)**

* Managed the short listing, interviewing and finalizing candidates according to the approved headcount.
* Managed the complete employee life cycle.
* Kept a check on any disparity between the approved and the actual headcount.
* Was responsible for the induction till final settlement of employees at CRD (Customer Relations Department)
* Coordinated for the Mass recruitment of CRD employees, which resulted in bringing 1000 employees on board in the year 2007

**Training Supervisor Central Region-1**

**Telenor Pakistan (Dec 04- August 06)**

* Essential nature of the duties was to aid and to promote the training process.
* Ensured effective implementation of company’s training programs, for employees and business partners.
* Made arrangements for training conferences & arranged on the job training programs.
* Gave complete training to all franchise staff across Punjab.

**Asst. Mar Com (Marketing Communication) Manager**

**Pearl Continental Hotel Lahore (Dec 03- June 30, 2004)**

* Main duties included maintaining full information about the company and property’s past and present.
* Developed and improvement of all hotel collaterals, according to the desired image in the form of brochures, fact sheets etc.
* Prepared and maintained a stock of press kits and prepare press releases for different occasions.
* Prepared marketing communication report, yearly action plan and budget. Organized important events like concerts, charity programs and traditional festivities and completion of any other related projects and assignments given by the management.

**Worked as an Asst. Manager Human Resource Development /Training Manager**

**Pearl Continental Hotel Lahore (August 02- Dec 03)**

* Was responsible for the training of 1200 employees, middle management, supervisory and line staff level, reporting to the corporate head of human resource development directly.

**Worked as a Teacher**

* Beacon House School System (October 00-August 02)
* Have been a visiting faculty member at IAS Punjab University, Masters in HRM –Evening Program (2013-2014)

**Education**

* 2006-2008 University of the Punjab, Lahore

***Master in Human Resource Management - MA (HRM)***

* 2000-2003 University of the Punjab, Lahore

***Master in Business Administration- MBA (Majors in Finance)***

* 1998-2000 College of Home Economics(University of The Punjab)

***Master in Science- M.Sc. (Housing, Home Management & Interior Design)***

**References :** Many are available on request.