

# Umme Kalsoom

Manager HR at Institute for Art and Culture | Strategic HR Leader with Master's Degree

## Contact

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## Education

Masters in Human Resource Management

University of The Punjab

Lahore, Pakistan (2009-2011)

## Skills

Talent Acquisition Strategy

Full-Cycle Recruitment

Team Leadership and Development

HRIS Implementation

Employment Branding

Candidate Experience Optimization

Performance Management

Job Portal Management

Onboarding Process Management

Confidentiality and Data Protection

SOP Development

Payroll Processing

Driven and detail-oriented professional with a passion for growing within the organization through Human Resource Management. Leveraging 12 years of experience in Talent Acquisition, Performance Management, Organizational Development, Employee Engagement, and Grievance Handling. Seeking to contribute skills and knowledge to a dynamic team where I can drive innovation, optimize processes, and deliver exceptional results in Human Capital Management. Eager to further develop abilities and make meaningful contributions in a collaborative and growth-oriented environment.

## Work History

### Manager HR

Jun 2024 to Date

#### Institute for Art and Culture

- Oversee all HR functions, including recruitment, onboarding, performance management, and employee relations.
- Implement, monitor, and ensure compliance with HR policies and procedures. Communicate policies clearly and consistently to all employees.
- Address and resolve employee queries, grievances, and conflicts effectively. Promote a positive workplace culture and support employee well-being.
- Serve as the primary liaison between HR and other university departments. Foster collaboration and enhance operational efficiency across the organization.
- Assist in developing and updating HR policies to meet the evolving needs of the institute. Ensure these policies are well communicated and understood by all staff.
- Coordinate with the Job Placement Cell to facilitate student career opportunities. Support professional growth initiatives and provide resources for student development.
- Actively participate in and contribute to the Skill Development Programme, aimed at enhancing students' soft and technical skills for better job readiness.
- Lead the implementation of an Enterprise Resource Planning (ERP) system in the HR department to streamline processes and improve data management.
- Collaborate with various departments to improve the working environment and operational practices. Support initiatives that drive continuous improvement and innovation.
- Develop and execute HR strategies that align with the institute's goals. Utilize data analytics and HR metrics to inform decision-making and improve HR functions.

#### Tools and Technologies:

- Applicant Tracking Systems (ATS)
- HR Information Systems (HRIS)
- Enterprise Resource Planning (ERP) software
- Performance Management System
- Learning and Development Platforms
- Employee Engagement Tools

Languages

English

Urdu

**Assistant Director HR (Talent Acquisition)** **Jul 2023 to Jun 2024**

**Punjab Information Technology Board, Lahore, Punjab**

- Oversee HR Talent Acquisition function, developing and managing efficient and scalable full-cycle recruitment processes.
- Develop and implement Talent Acquisition Strategy and supporting processes.
- Lead Talent Acquisition and Recruitment team, including training, development, and performance management.
- Assisted in implementation of in house HRIS to improve efficiency of recruitment process.
- Collaborate with HR Business Partners to promote positive employment brand and compelling candidate experience.
- Ensure alignment of recruitment strategies with organizational goals and objectives.
- Foster cross-functional collaboration to enhance teamwork and communication within HR.

**Senior HR Officer** **March 2017 till Jun 2023**

**Punjab Information Technology Board, Lahore, Punjab**

- Played a key role in successful Implemented of a streamlined online performance appraisal system.
- Oversee internship programs and probationary reviews for performance management.
- Maintain high standards of confidentiality for employee records and information.
- Develop and manage SOPs in accordance with organizational regulations.
- Manage Punjab Job Portal for job posting and advertisement processes.
- Collaborate with HR Business Partners and Hiring Managers for hiring requirements.
- Negotiate job offers and manage engaging onboarding process.

**Achievements:**

- Successfully reduced time-to-fill a position by 30% through the implementation of streamlined recruitment processes.
- Improved candidate quality by implementing targeted sourcing strategies resulting in 15% increase in retention rates.
- Assisted in Implementing a streamlined performance appraisal system resulting in nearly 60% increase in completion rates and improved accuracy of performance evaluations.
- Enhanced employer brand perception through the development of engaging recruitment marketing materials and initiatives.
- Led the implementation of an Applicant Tracking System, resulting in improved data accuracy and reporting capabilities.

**HR Officer**

**Jul 2014 till Feb 2017**

**Punjab Information Technology Board, Lahore, Punjab**

- Successfully managed the exit process for resigned employees, reducing the average clearance time and ensuring smooth transitions for departing staff.
- Developed and implemented comprehensive SOPs (Standard Operating Procedures) for HR processes, resulting in improved clarity, efficiency, and compliance with organizational regulations.
- Played a key role in coordinating employee relations and grievance handling, resulting in a decrease in unresolved issues and fostering a more positive work environment.
- Achieved a high level of accuracy and timeliness in attendance and payroll processing, ensuring compliance with payroll regulations and timely salary disbursement.

**HR Coordinator**

**Mar 2012 till Jun 2014**

**Punjab Information Technology Board, Lahore, Punjab**

- Collaborated with department heads to identify staffing needs and developed tailored job descriptions.
- Maintained accurate and up-to-date employee database ensuring data integrity and enabling efficient reporting and analysis.
- Assisted in payroll processing, contributing to the accurate and timely payment of salaries to employees, resulting in improved employee satisfaction and morale.
- Provided administrative support to HR functions, including record-keeping, data entry, and general HR tasks, contributing to the overall efficiency of the HR department.

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**Training/Certifications**

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- Training on Project Management by Punjab Management Professional Development Department
- Training on Conflict Management by Punjab Management Professional Development Department
- Training on Gender Equality conducted by Women Development Department
- Project Management for Professional from Google (in process)