

# Abdul Tawab

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## SUMMARY

A dynamic human resources professional with over seven years of experience in HR operations, employee relations, onboarding/offboarding, Recruitment, and benefits management. Proven expertise in developing effective HR strategies and managing employee lifecycles, contributing to enhanced employee engagement and satisfaction. Exceptional skills in liaising between management and staff to ensure clear communication and policy adherence, poised to add significant value to any organization.

## SKILLS

- Benefits administration
- Employee relations
- Performance management
- Regulatory compliance
- Data analysis
- HR policy development
- Onboarding processes/New Hire Orientation
- Process improvement
- Vendor relations
- Customer service
- Problem solving
- Ethics and compliance
- Talent acquisition
- Employee training
- Exit interviews
- Diversity and inclusion

## PROFESSIONAL EXPERIENCE

Senior Human Resources Business Partner, Zones IT Solutions, November 2024-January 2025  
Islamabad, Pakistan

- Primary point of contact for all employee queries regarding company policies and procedures.
- Provide expert advice to ensure consistent application of the Zones Code of Conduct, and compliance with all policy, regulatory requirements, and applicable federal and provincial employment, and human rights legislation.
- Manage day-to-day benefits management, liaising effectively with both benefits vendors and employees.
- Oversee the entire employee life cycle related to benefits, including new hire orientations, on-boarding, off-boarding, and general inquiries.
- Oversee investigations under the Zones Respectful Workplace Policy, Workplace Harassment, and Violence Prevention Standard.
- Identify and report on trends and emerging issues, including understanding the root cause of misconduct.

- Conduct exit interviews to identify areas of improvement within the organization.
- Provide guidance on disciplinary action up to termination if necessary following established guidelines.
- Conduct new employee orientation to introduce employees to policies, culture and objectives.

Human Resources Executive - US HR, Oak Street Technologies, December 2023-June 2024  
Islamabad, Pakistan

- Coordinate with the US-HR team in both Pakistan and the United States to deliver seamless services to clients.
- Administer multiple Benefits Management Platforms, ensuring timely and effective Benefit Plans, and services for clients.
- Identify issues and challenges to address people's impacts arising from operating model changes and organizational redesign to support exceptional client experiences and operational excellence.
- Foster an open environment within Employee Relations that drives a high-performance culture.
- Schedule meetings with the U.S. team, document regular meeting notes for the PK team, and handle job-related queries from employees and management.
- Work with department managers to assess needs and challenges.
- Create training programs for new employees to help them become familiar with company culture and expectations.

HR Specialist/Employee Success Specialist, AutoSphere, August 2023-November 2023  
Islamabad, Pakistan

- Devise and implement human resources strategies that attract top talent while enhancing employee engagement.
- Establish and maintain a comprehensive filing system that significantly improve daily operational efficiency.
- Collaborate with Human Resources to review and refine employee benefit plans.
- Provide expert advice on performance and attendance management to support a highly engaged, effective workforce.
- Identify issues and mitigants to address people impacts arising from operating model changes and organizational redesign to support exceptional client experiences, and operational excellence.
- Manage complex cases, and act as the first point of escalation for Employee Relations Advisors on complex matters arising in their portfolio.
- Manage applicant tracking system to ensure accurate records of applicants and employees are maintained.
- Provide guidance to managers on disciplinary action and performance management.

Benefits Specialist, MOTIVE (Formerly KeepTruckin), April 2021-July 2023  
Islamabad, Pakistan

- Primary point of contact for benefits management, liaising with benefits vendors, and employees.

- Coordinate benefit enrollments and deletions in collaboration with the team and payroll.
- Manage every aspect of the employee life cycle concerning benefits, including new hire orientations, onboarding, offboarding, and general inquiries.
- Build and maintain key relationships with businesses and functions, influencing and negotiating, while being viewed as a true partner.
- Maintain detailed knowledge and understanding of all benefit programs and eligibility requirements. Facilitate continued education for teams and employees regarding benefit policies and best practices.
- Work closely with the Employee Relations Director or Senior Director on complex and sensitive matters, and broader business-related initiatives and projects.
- Manage risk and improve manager and employee experience through well-informed, fair, and transparent decisions that place employees at the center, and focus on MOTIVE's values while making recommendations for continuous improvement.

HR Associate, MOTIVE (Formerly KeepTruckin), July 2018-March 2021

Islamabad, Pakistan

- Primary point of contact for employee inquiries regarding HR policies and processes.
- Deliver high-quality, timely, and professional customer service until the resolution of each case.
- Contribute to the implementation of human resources best practices by keeping abreast of HR policies and processes.
- Champion HR-led initiatives that strengthen the relationships between MOTIVE and its employees.
- Foster an open environment within Employee Relations that drives a high-performance culture.
- Submission of Employee Data Reports while adhering to the standard processes and procedures.
- Assisted with recruitment efforts, such as posting job openings, reviewing resumes and conducting interviews.
- Identified opportunities for improvement within existing HR processes and procedures.

## EDUCATION AND TRAINING

Master of Science

Leadership And Business Management, National Defense University, Islamabad, Pakistan  
December 2017

## ACCOMPLISHMENTS

- Summer internship program at S&P Global Market Intelligence in 2016
- HR - Shared Services 3-month internship at S&P Global Market Intelligence in 2017
- Diverse collection of certificates earned from various institutes and organizations

## REFERENCES

References available upon request.