

# Shabana Wahab

Human Resources Officer

 Liverpool, UK

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## Languages

English (Fluent)

Persian (Fluent)

Urdu (Work Proficiency)

## About

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I have a variety of skills and experience to bring to any organisation. I am a trustworthy, honest and a reliable person who will go that extra mile to make sure that customer service needs are met at all times. I'm a clear and confident communicator experienced in working face to face with the general public and find it easy to talk to people of all ages which helps me fit in quickly wherever I work. I'm able to work with little supervision and minimal instruction, as part of a team and on my own. I am approachable, hardworking and would embrace the opportunity to learn new skills and take on new challenges. I would be keen to discuss my transferrable skills and suitability for the role advertised further at interview.

### BRANDS WORKED WITH

Alfalah Bank

## Experience

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### ● Human Resources

Alfalah Bank | Jan 2019 - Jan 2021

Duties Included:

- Help recruit new employees
- Handle complaints and disciplinary procedures
- Give advice on sickness absence, performance and employment relations
- Plan and put into place employee training and development activities
- Make sure employees have the right pay and benefits
- Arrange employee support services like welfare and counselling
- Keep up to date with equality and health and safety laws
- Give advice on pay negotiations, redundancy and employment law
- Develop HR policies, handbooks and procedures
- Maintain confidential employee records

### ● Bank Manager Assistant

Alfalah Bank | Jan 2019 - Jan 2021

Duties Included:

- Managing diaries and organising meetings and appointments, often controlling access to the manager/executive
- Booking and arranging travel, transport and accommodation
- Organising events and conferences
- Reporting to the HR and branch manager
- Reminding the manager/executive of important tasks and deadlines