**Erum Akmal, SHRM-CP**

281.748.6292| erumakmal86@gmail.com | Richmond, Texas 77406 | [LinkedIn](http://www.linkedin.com/in/erum-akmal-MBAHRM) |

Results driven recruiting and HR professional, delivering exceptional talent acquisition experiences for businesses and candidates. A talent acquisition professional that specializes in providing HR consulting, workforce planning & development and employment branding solutions. An expert ability to attract and nurture top talent by leveraging a blend of sourcing and HR background across diverse industries. A trusted advisor to senior management who is valued for helping candidates and ability to multitask while achieving business objectives.

|  |  |  |
| --- | --- | --- |
| HR Guidance & Support Talent Acquisition ConsultingHR Operations Management | Referral Program Execution Role Discovery & Sourcing StrategyCultural Change Champion | Digital Collaboration ExpertiseEmployee Services & HR TrainingProject Planning & Prioritization |

**ATS & HRIS:** SAP Success Factors **|**LinkedIn Recruiter **|**Workday **|**PeopleSoft**|**Oracle HCM Cloud**|** KRONOS**|** ZOHO**|**SMART Recruiter**|** Indeed **|**Career Builder **|** Zip Recruiter **|**Zenefits **|**Easy Time Clock **|**Bitrix 24.

**Professional Experience**

**Recruiter**, CGL Recruiting03/2022 – Present.

* Increased talent pool by 63% for technical roles via driving sourcing initiatives & applying Boolean search techniques on LinkedIn Recruiter for domestic and international candidates.
* Reduced time to hire by 60 days from 90 days via driving sourcing initiatives, reaching passive candidates, and updating candidate management system on SAP Success Factors.
* Increased quality of hiring candidates by improving hiring manager satisfaction, analyzing attrition rates, aligning job descriptions, job profiling and improving prescreening assessment tools.
* Enhanced the applicant’s outreach for job postings on LinkedIn by 75% via improving brand image and advertising attractive employee benefits on social media, job boards and networking groups.
* Provided services to individual job candidates clients by providing one-one job search assistance, resume review, mock interviews, LinkedIn profile, career coaching, HR Consulting, on boarding assistance, and training sessions.
* Developed and increased client base by marketing service offerings to existing and prospective SMBs local and domestic.

**Technical Recruiter (Remote)**, Gao Tek11/2021 – 02/2022

* Increased the number of applications for technical sales, IT and engineering roles by ~27% and job profile views by ~36% on LinkedIn; to select best-fit applications by leveraging the latest sourcing strategies for Canada and USA region.
* Achieved a 3-month hiring quota by revamping the recruitment process, conducted pre-screening interviews, reported daily and weekly recruitment dashboards in CRM and presented to the senior management.
* Reduced cost per hire by 18% via improvements in the interview process & witnessed increase in search rankings.

**Human Resources Administrative Assistant,** BHA Houston08/2020 – 03/2022

* Coordinated end-to-end hiring cycle; organized 5 job fairs, conducted virtual interviews, and employee onboarding.
* Prepared staff attendance & leave reports using Easy Time Clock for payroll of both full-time and substitute teachers.
* Facilitated recruitment by conducting background checks, verification of I-9, drafting offer letters & updated HRIS.
* Assisted with organizing team-building activities during weekly professional development meetings and events.
* Coordinated training, updated training calendar, prepared customized training videos and user manuals.

**Customer Service Representative**, TTEC04/2020 – 08/2020

* Worked remotely for TTEC for Bank of America project and supported in bound call on humanify connect.
* Resolved customer queries via team collaboration on Pidgin, Kronos, and other online tools.

**HR Coordinator-Workforce Support Team**, Macy’s Corporate HR08/2019 – 06/2020

* Supported requisition load for 186 stores; underwent HR system training, created job descriptions & daily store edits.
* Facilitated workforce planning, tracked reports, staffing scheduling requests, job requisitions & addressed screening.
* Tracked workforce reports for employee headcounts, hiring needs for every region, talent matrix and turnover rates.

**Senior/ Human Resources Officer**, TDEA FAFEN02/2013 – 12/2018

* Managed 5-member team and acted as the focal HR person for ongoing company projects and employee relations.
* Led full cycle recruiting for multiple projects, revamped job portal and assessed 400+ profiles monthly.
* Developed recruitment strategy maps and sourcing strategies leading to a 22% increase in talent pool.
* Led transition to online performance management system; boosted productivity by identifying and sharing KPIs.
* Drove process improvement initiatives by identifying gaps in current HR operational workflow, payroll processing, benefit administration, resulting in reduced annual staffing cost by 15%.
* Led a reduction in overhead costs by 18% by introducing a shift system, tracking compensatory hours and leaves.

**Education And Professional Development**

**Certification in Business Analytics |** Harvard Business School (2022)

**SHRM-CP|** Society for Human Resource Management (Certification Active since July 2022)

**Master of Business Administration |** Major: Human Resource Management, NUST Business School

**Bachelors in business administration |** Major: International Business & Marketing, NUST Business School

**Volunteer Experience and Professional Memberships**

Career Coach Volunteer **|** NUSTIAN USA Industrial Linkages Team (04/2022 – Present)

Mentor ISGH Job Networking Group (03/2022 – Present)

Volunteer Between Job Ministry (01/2019 – 06/2019)

Fundraising Volunteer **|** NUSTIAN USA Fundraising Team (04/2022 – Present)

Fundraising and Food Drive Volunteer **|** Klein Islamic Center (02/2021 – Present)

Fundraising Volunteer **|** ICNA Sister’s Wing (06/2022 – Present)

Community Volunteer for Islamic Arts Festival**|** Masjid Al-Salam (01/2019 – 10/2022)

Professional Membership Association for Talent Development **(ATD)** Jan 2023-Date

Professional Membership for Society of Human Resource and Management **(SHRM)** Dec 2021-Date