

# RIZWAN SABIR

HR, Administration & Operational Excellence Professional

(+966)575505137 (+357)96791058 rizwansabir86@gmail.com ♂ Male  
linkedin.com/in/rizwan-sabir-3a21973a0 Pakistan Al Naeem Al Sharki, Riyadh, KSA



## WORK EXPERIENCE

### Assistant Human Resource Manager

Rana & Sons Construction (PVT) Ltd 01/03/2023 - 30/10/2025 KARACHI, PK

- Redesigned recruitment workflows by implementing structured assessments, standardizing interviews, and establishing evaluation protocols to ensure consistent talent selection aligned with organizational needs.
- Developed comprehensive onboarding programs by integrating digital learning, coordinating department-specific orientation sessions, and providing guidance to ensure early-stage workforce readiness.
- Strengthened employee engagement by reorganizing benefits administration, implementing recognition initiatives, and fostering transparent communication that supported a positive organizational culture.
- Maintained harmonious workplace dynamics through proactive mediation.

### Construction Supervisor

Metal Frame Construction Ltd 02/01/2020 - 25/12/2022 NICOSIA, CYPRUS

- Monitored project timelines, refined scheduling processes, and coordinated multi-team operations to maintain consistent project momentum and operational efficiency.
- Controlled material usage by conducting structured audits, enforcing disciplined stewardship, and standardizing procurement processes to minimize resource wastage.
- Reinforced safety standards by implementing rigorous on-site training, performing regular inspections, and embedding a culture of accountability across all personnel.
- Supervised contractor execution, validated technical specifications, and ensured adherence to quality control measures for structural and operational excellence.

### F&B Department Role

Merit Royale Hotel & Casino 24/04/2016 - 05/07/2019 KYRENIA, CYPRUS

- Enhanced dining operations by updating training methods, refining service standards, and establishing accountability measures to ensure consistent performance.
- Streamlined workflow by coordinating station transitions, improving team communication, and aligning service delivery to maintain smooth operations.
- Maintained cost efficiency through monitoring consumption, supervising supplier coordination, and implementing operational control practices.
- Developed staff capabilities with structured mentoring, targeted skill-building exercises, and continuous performance feedback.
- Improved table mgmt. By applying rotation strategies and precise timing plans.

### Front Office Supervisor

Paphiessa Hotel & Apartments 20/05/2011 - 03/04/2015 CYPRUS

- Standardized guest interactions using clear scripts, consistent response methods, and internal communication protocols to enhance service quality.
- Maintained documentation accuracy through systematic record management, cross-verification, and organized filing practices.
- Improved hospitality delivery by offering attentive, anticipatory, and personalized service to create a memorable guest experience.
- Minimized operational errors by conducting regular audits, providing real-time coaching, and applying corrective feedback to staff.
- Optimized desk efficiency through prioritization of tasks, thoughtful activity distribution, and strategic workflow management.

### Senior Front Office Supervisor

Annabelle Hotel & Resort 21/05/2009 - 30/09/2009 PAPHOS, CYPRUS

- Optimized front desk operations and synchronized reservation systems to enhance check-in efficiency and reduce operational delays.
- Ensured booking accuracy by implementing verification protocols, leveraging automated systems, and maintaining proactive guest communication.
- Elevated guest satisfaction through personalized concierge service, rapid response mechanisms, and anticipatory support tailored to individual needs.
- Managed shift execution by allocating responsibilities, monitoring performance, and maintaining seamless coordination across all operational teams.
- Reduced service bottlenecks by introducing triage procedures and handling escalations efficiently.

## SUMMARY

Versatile practitioner with over **25** years of experience, delivering broad contributions across human resources, operational governance, administrative coordination, service oversight, data handling, and organizational support. Recognized for elevating productivity, refining procedures, guiding personnel, advancing compliance, strengthening engagement, and producing measurable outcomes across diverse environments. Known for developing sustainable frameworks, improving cross-functional collaboration, and achieving tangible efficiency gains.

## KEY ACHIEVEMENTS



### Operational Output Expansion

Boosted departmental throughput by redesigning task sequences, redistributing responsibilities, and accelerating internal handovers. Strengthened end-to-end momentum and reduced overall workflow stagnation.



### Team Capability Elevation

Increased workforce proficiency through targeted skill reinforcement, structured practice cycles, and continuous performance feedback. Enabled stronger adaptability and more consistent delivery across varied assignments.



### Client Experience Reinforcement

Enhanced service satisfaction by refining interaction protocols, tightening follow-up procedures, and shortening assistance turnaround times. Generated noticeable improvement in response reliability and client trust.

## SKILLS

Strategic Insight	Talent Acquisition
Workforce Dynamics	Operational Governance
Conflict Mediation	Compliance Oversight
Process Engineering	Leadership Development
Stakeholder Liaison	Performance Analytics
Service Excellence	Resource Allocation

## CERTIFICATIONS

### • IOSH Managing Safely

Completed occupational safety training to enhance workplace compliance and reduce hazards.

### • IELTS - Band 6.5

Proven English proficiency for effective professional communication and collaboration.

### • Advanced Microsoft Office

Skilled in Word, Excel, PowerPoint, and Outlook for efficient reporting and documentation.

### • Data Analysis Training

Trained in data cleaning, visualization, and interpretation to support informed decisions.

## F&B Supervisor

Louis Phaeton Club & Beach Hotel 📅 06/06/2008 – 31/12/2008 📍 PAPHOS, CYPRUS

- Enhanced service ratings via comprehensive staff coaching, standard operating procedure updates, and performance feedback loops.
- Reduced turnaround time by optimizing internal service pathways, cross-functional coordination, and workflow standardization.
- Controlled operational expenses through vigilant consumption tracking, cost monitoring, and supplier negotiation.
- Developed team competence using targeted mentoring, skill-building exercises, and competency assessments.
- Improved table circulation through rotation scheduling, time optimization, and workflow alignment.

## Database Administrator & Corresponding Officer

Suzuki Sialkot Motors 📅 02/03/2003 – 10/04/2007 📍 SIALKOT, PAKISTAN

- Ensured system reliability through preventive maintenance schedules, detailed performance monitoring, and prompt corrective action implementation.
- Protected sensitive data using encryption methods, structured access controls, and verified backup procedures.
- Enhanced database efficiency through optimized query structuring, refined indexing strategies, and organized storage management.
- Minimized retrieval delays using caching techniques, automated recovery procedures, and efficient query handling processes.
- Strengthened access control by monitoring authentication, validating permissions, and implementing workflow authorization checks.

## Export Manager

PakUSA Marketing Corporation 📅 05/01/2002 – 30/01/2003 📍 SIALKOT, PAKISTAN

- Coordinated shipments by planning strategic routes, reviewing documentation, and liaising with carriers to ensure timely delivery.
- Maintained regulatory compliance through structured audits, document verification, and adherence to trade procedures.
- Expanded international presence by identifying target markets, cultivating distributor relationships, and implementing engagement strategies.
- Increased revenue opportunities by negotiating contracts, optimizing pricing strategies, and analyzing competitive markets.
- Mitigated transit risks through contingency planning, logistics monitoring, and real-time tracking coordination.

## Sales & Marketing Position

HiTech Incorporation 📅 06/07/2000 – 11/11/2001 📍 SIALKOT, PAKISTAN

- Strengthened brand visibility by designing integrated campaigns, enhancing visual presentation, and driving audience engagement.
- Improved targeting efficiency through segmentation, profiling, and analytics-driven planning.
- Increased inquiry conversion by applying persuasive communication, structured follow-ups, and promotional initiatives.
- Built client loyalty through personalized interactions, satisfaction monitoring, and relationship-focused strategies.
- Enhanced reporting quality by developing dashboards, analyzing performance metrics, and tracking trends for informed decision-making.

## DECLARATION

I hereby affirm that all information presented is accurate, complete, and genuine.

Every achievement, responsibility, and qualification stated is authentic and verifiable.

- I accept full accountability for the integrity and truthfulness of the details provided.
- I commit to uphold the highest standards of professional, ethical, and organizational conduct.
- I authorize relevant authorities to verify any records or documentation pertaining to my profile.

## EDUCATION

### Near East University

**M.Sc – Management, Tourism & Hospitality**

📅 2016–2019

📍 Nicosia, Cyprus

### Global International College

**BBA Honours**

📅 2007–2012

📍 Nicosia, Cyprus

### Government Murray College

**Post Graduate Diploma – Software Engineering**

📅 2001–2002

📍 Sialkot, Pakistan

### Punjab University

**Bachelor of Arts – Journalism & Education**

📅 1999–2001

📍 Lahore, Pakistan

## PERSONAL STRENGTHS

- Adaptive Problem Solving
- Strategic Decision Making
- Effective Team Leadership
- Efficient Time Management
- Proactive Conflict Resolution
- Strong Communication Skills
- Meticulous Attention Detail

## LANGUAGES

- English – Excellent
- Greek – Conversational
- Turkish – Conversational
- Urdu – Native
- Punjabi – Native
- Arabic – Beginner

## REFERENCES

- Available upon request.

**RIZWAN SABIR**

Signature:

# RIZWAN SABIR


HR, ADMINISTRATION  
OPERATIONAL EXCELLENCE  
PROFESSIONAL

## CONTACT

(+966)575505137 

rizwansabir86@gmail.com 

Al Naeem Al Sharki,  
Riyadh, KSA 

linkedin.com/in/rizwan-  
sabir-3a21973a0 

Date:

TO,

**Hiring Manager**

**SUBJECT:** Application for a Professional Role in HR,  
Administration, Tourism & Hospitality Management,  
or Software Operations

Dear Hiring Manager,

I am writing to express my interest in a professional role where my extensive experience in human resources, operational management, administrative coordination, front office supervision, F&B operations, tourism and hospitality management, and software operations can contribute to organizational growth and efficiency.

With over 25 years of experience across diverse industries, I have consistently delivered measurable improvements in workforce performance, process optimization, and service excellence. In my HR and administrative roles, I have redesigned recruitment and onboarding processes, strengthened employee engagement, and implemented structured frameworks for performance monitoring and conflict resolution. My experience in construction and project supervision has further honed my skills in resource management, safety compliance, contractor coordination, and operational planning.

My tenure in tourism and hospitality management, including front office and F&B supervision, has equipped me with expertise in client experience enhancement, workflow optimization, and team development. I have successfully guided teams to deliver high-quality service, streamlined operational processes, and fostered a culture of accountability and continuous improvement. Additionally, my background in software operations has enabled me to manage digital workflows, optimize system performance, and ensure data integrity across multiple platforms.

I bring a unique combination of strategic insight, leadership, and operational proficiency, supported by expertise in stakeholder liaison, compliance oversight, process engineering, and performance analytics. I am confident in my ability to contribute effectively to any organization by aligning workforce capabilities with strategic objectives and delivering results that drive long-term success.

I would welcome the opportunity to discuss how my experience and professional approach can add value to your organization. Thank you for considering my application.

Sincerely,

**RIZWAN SABIR**