

MUHAMMAD SULMAN

TRANSFERABLE IQAMA

Global HR | Administration | Operations | Staff Trainer

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Al Naeem, Jeddah, KSA

https://www.linkedin.com/in/muhammad-sulman-sarwar/

CAREER OBJECTIVE:

To contribute positively to organizational goals through professionalism, reliability, and consistent performance in a structured work environment.

VOLUNTEER EXPERIENCE:

- Participated in city-wide tree-plantation campaigns promoting climate-change awareness.
- Regular blood donor for thalassemia patients and emergency cases.

EDUCATION

(2011) — (2012)

CMI LEVEL 7 CERTIFICATE

Strategic Management & Leadership

Chartered Management Institute, UK

MBA

Innovative Management

Coventry University, UK

CORE COMPETENCIES

- Full Recruitment Cycle
- Training Design & Delivery
- Talent Acquisition & Retention
- R&D in HR Processes
- SOP & HR Policy Development
- Administrative leadership
- Relationship Intelligence

OPERATIONS STRATEGY AND ORGANIZATIONAL PERFORMANCE SPECIALIST

- Developing and implemented operational, administrative, and recruitment frameworks, SOPs, HR handbooks, and training modules to enhance compliance, efficiency, and organizational effectiveness.
- Designing performance monitoring systems, including KPIs, workflow audits, recruitment metrics, and staff appraisals to improve accountability, productivity, and workforce utilization.
- Driving continuous performance improvement by analyzing operational data, optimizing manpower deployment, strengthening cross-functional collaboration, and embedding standardized, IT-enabled workflows.

PROFESSIONAL EXPERIENCE

ALLAH DIN GROUP OF COMPANIES | PAKISTAN (AGRICULTURE CONGLOMERATE) — **NOV 2020 – SEP 2025**

OPERATIONS & ADMINISTRATIVE SUPERVISOR

- Overseeing day-to-day operations and administrative functions, ensuring **100%** compliance and business continuity across departments.
- Planning, coordinating, and optimizing operational workflows and resource allocation, improving workforce utilization by **30%**.
- Managing office administration, facilities, logistics, and vendor relationships, reducing procurement **costs by 15%** through strategic sourcing.
- Coordinating cross-functional teams (HR, finance, procurement) to support workforce management and operational reporting, ensuring seamless departmental integration.
- Monitoring operational performance via KPI tracking and process reviews, providing actionable insights that enhanced strategic decision-making.

Key Achievements:

- Implemented structured administrative systems and SOPs, enhancing operational efficiency by **30%** and strengthening process control.
- Designed and deployed a centralized, IT-enabled operational framework that standardized workflows, reduced approval times by **75%**, and improved cross-departmental transparency.

SECURITY SOLUTIONS W.L.L | BAHRAIN (LEADING SECURITY SERVICES COMPANY)

NOV 2020 – SEP 2025

RECRUITMENT MANAGER

Led Security Solutions HR operations while reporting to GM and COO, managing a team of **4 HR** recruiters to successfully execute rapid recruitment cycles for new projects, delivering fully trained teams within tight deadlines and budget.

- Managing end-to-end recruitment for security personnel across Asia, Africa, and the GCC, reducing project hiring costs by **40%** and eliminating agency dependency.
- Developing and implementing client-specific training programs that increased client satisfaction by **90%** and improved guard performance scores by **40%.**
- Reducing time-to-hire by **25%** through structured sourcing and screening frameworks.
- Coordinating with operations, training, and HR teams to align staffing with client contracts, deployment schedules, and workforce planning needs.
- Overseeing documentation, visa processing, medicals, onboarding, and site allocation to ensure full readiness for client mobilization.
- Maintaining continuous communication with clients to understand staffing expectations and deliver workforce solutions that meet service-level requirements.
- Implementing structured job analysis and multi-channel sourcing strategies to ensure candidate compliance and build a sustainable talent pipeline.

Key Achievements:

- Authoring an HR & Recruitment Handbook that standardized procedures, improved compliance, and enhanced onboarding consistency.
- Delivering quarterly training performance reports to COO and GM, demonstrating **90%** client satisfaction through tailored programs.
- Designed client-specific security training programs (surveillance, conflict resolution, protocol and adherence) that increased client satisfaction by **90%** and cut performance complaints significantly.

THE WEBSTERS | PAKISTAN (IT SERVICES COMPANY)

OCT 2014 – SEP 2017

HR & OPERATIONS EXECUTIVE

- Streamlining end-to-end HR operations, accelerating the recruitment-to-onboarding cycle by **30%** and reducing agency dependency by **25%** through standardized processes.
- Administering the full employee lifecycle—including payroll, benefits, and settlements—with **95%** accuracy and full compliance, ensuring seamless and auditable HR functions.
- Facilitating performance management and resolving employee grievances, achieving **90%** resolution within **48 hours** and sustaining high staff satisfaction.
- Coordinating training needs analysis and program delivery, resulting in an **80%** increase in team efficiency and a **70%** reduction in client complaints.
- Addressing internal and external operational concerns, enhancing service quality and contributing to a **25%** increase in client satisfaction.

Key Achievements

- Reducing client complaints by **60%** through targeted skill development and a structured feedback system.
- Optimizing administrative workflows and centralizing SOPs, improving operational efficiency by **30%** and cutting procurement costs by **15%.**

INTELACT RECRUITMENT | UNITED KINGDOM (RECRUITMENT FIRM)

NOV 2010 – AUG 2014

TALENT ACQUISITION SPECIALIST

- Managing the full recruitment lifecycle for UK clients across hospitality, construction, and tech sectors, delivering quality placements while strengthening employer branding.
- Conducting job analysis, drafting job descriptions, and implementing structured interview techniques.
- Conducting preliminary interviewing based upon and evaluating applicants' experience, training, and education against role requirements and referring qualified candidates to hiring departments for final interviews.
- Partnering with hiring managers to understand specific role needs and deliver qualified candidates within tight deadlines.
- Building and maintaining a proactive talent pipeline using advanced sourcing methods, reducing agency dependency and cutting sourcing costs by **25%.**
- Working closely with clients to identify and place highly skilled candidates in contract, contract to hire, and permanent positions.

Key Achievements:

- Increased client renewals by **50%** through consistent delivery of top-tier candidates and transparent monthly performance reporting.
- Reduced cost-per-hire by **20%** by strategically leveraging social recruiting channels and employee referral programs.

Languages:

English (Fluent) | Urdu (Native) | Arabic (Basic)

Reference:

Will be provided upon request.

Nationalty:

Pakistani

Head Office:
Suite # 18, 3rd Floor, Shan Arcade, New Garden Town, Lahore.
Tel: 042-35838850-51 Fax: 042-35838849

Date: 9/10/2025

To Whom It May Concern

This is to certify that Mr. Muhammad Sulman Sarwar was employed with Allah Din Group of Companies as an **Operations & Administrative Supervisor** from 01 November 2020 to 30 September 2025.

During his tenure, he managed core operations and administrative functions, coordinating resources, facilities, logistics, and cross-departmental activities to ensure efficient workflows, continuity, and performance reporting. His contributions included implementing structured administrative systems and SOPs, as well as introducing centralized, IT-enabled operational frameworks that improved efficiency, transparency, and overall control.

Mr. Sarwar consistently demonstrated professionalism, strong organizational skills, and a results-oriented approach throughout his service.

We wish him continued success in his future endeavors.

Regards

Muhammad Atif
Asst. Manager HR

SSA/500/1211 May 20, 2020

Experience Letter

This letter confirms that Mr. Muhammad Sulman Sarwar (CPR No. 881162779) was employed with Security Solutions Bahrain as Recruitment & Training Manager from Octobers 30, 2017 to February 27, 2020.

He managed large-scale recruitment operations for security guards, supervisors, and technical staff in alignment with client contracts and project timelines. He also played a key role in developing recruitment policies and standardizing hiring procedures, which enhanced HR efficiency and operational consistency.

Mr. Sarwar demonstrated professionalism, strong organizational skills, and a thorough understanding of HR best practices. His contributions to policy formation and recruitment operations were highly valued by management.

We wish him success in all his future professional endeavors.

Authorized Signature

Ahmad Ali

Chief Operating Officer

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info@securitysolutions.me
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THE WEBSTERS

Oct 02, 2017

To Whom It May Concern

This letter confirms that Mr. Muhammad Sulman Sarwar, **CNIC No. 36104-0389989-7**, was employed with **The Websters**, a leading IT services company in Pakistan, as an **HR & Operations Executive** from **07 October 2014 to 29 September 2017.**

During his tenure, he supported daily operations and HR administrative activities, coordinating with internal teams to ensure smooth service delivery, workforce coordination, documentation, and operational reporting. He contributed to improved efficiency and service quality through structured workflows and effective communication.

Mr. Sarwar consistently demonstrated professionalism and strong coordination skills. His performance and conduct were satisfactory.

Authorized Signature
Abdul Jamal
Chief Executive Officer
The Websters

THE WEBSTERS
Abdul Jamal Nasir , CEO
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www.thewebsters.org
info@thewebsters.org

IntelAct RECRUITMENT
Precision in Recruitment

TO WHOM IT MAY CONCERN

6th August, 2014
Ref: Intel893/232

Mr. Muhammad Sulman Sarwar served as a Recruiter at IntelAct Recruitment, a UK-based recruitment firm, from November 30, 2010 to August 3, 2014.

He managed the full recruitment lifecycle for clients in construction, hospitality, security, and technical sectors. His responsibilities included job analysis, candidate sourcing, screening, interviewing, client coordination, and placement management.

He demonstrated strong recruitment expertise, attention to detail, and ethical recruitment practices throughout his tenure.

We found him to be a dedicated professional and wish him the best in his future career.

Regards,

Dulip

Authorized Signatory

Office Manager

INTELACT RECRUITMENT
PRECISION IN RECRUITMENT

IntelAct Recruitment 44 Broadway Stratford , London E15 1XH
Company Registration number 09047362, Email:info@intelactrecruitment.co.uk
Contact: 0044755 046 1144, www.intelactrecruitment.co.uk

CERTIFICATE
OF APPRECIATION

THE FOLLOWING AWARD IS GIVEN TO

Muhammad Sulman Sarwar

for successfully researching, drafting, and implementing the HR Handbook Manual for Security Solutions – Bahrain. Your dedication, professionalism, and commitment to establishing clear and structured HR policies have strengthened organizational standards and enhanced workforce governance.

11/ 7/ 2018
Date

Ahmad Ali
Chief Operating Officer

CERTIFICATE *of APPRECIATION*

THIS IS TO CERTIFY THAT

Muhammad Sulman Sarwar

HAS SUCCESSFULLY ORGANISED THE SEMINAR OF

Career guidance & job hunting techs

AIChE
COMSATS CHAPTER

HEAD OF DEPARTMENT

COMSATS

21/09/2017

COVENTRY UNIVERSITY

Muhammad Sulman Sarwar

has been awarded the degree of

Master of Business Administration

in

Innovative Management

the location of study is shown
on the accompanying transcript

November 2012

Vice-Chancellor

Academic Registrar

No. 211844/D

Coventry University

Mr Muhammad Sulman Sarwar
Street No 3
Munawar Town
Mian Channu
Pakistan

Ref: 4233644/BEST016-MBA-FT-2-BITE

Date : 30 March 2012

NOTIFICATION OF EXAMINATION RESULTS 2011/2012

Name: Muhammad Sulman Sarwar
Course: MBA in Innovative Management (FT)
Stage: 2

Overall Result: Pass

Module	Module Title	Marks	Grade	Credits
BITM15BES	Research Methods for Dissertation Resear...	**Cw** 46 **Mm** 46	P	15
BITM16BES	Dissertation	**Cw** 40 **Mm** 40	P	45

Equivalent number of single modules passed on this occasion: 6 (60 credits)

You have been awarded the Master of Business Administration in Innovative Management.



Andrea Bolshaw
Academic Registrar

Chartered Management Institute

This is to certify

Muhammad Sarwar

has been awarded the

CMI Level 7 Certificate in Strategic Management and Leadership (QCF)

500/4120/4

Date Issued	*Learner Number*
30/01/2012	P4285935

CMI INCORPORATED BY ROYAL CHARTER

Regulated by Ofqual

For more information see http://register.ofqual.gov.uk

Terry Morgan, President

Llywodraeth Cymru
Welsh Government

Rewarding Learning

Credit Certificate

Muhammad Sarwar

This certificate has been issued to mark the attainment of unit(s) and credits.

Unit No.	Unit Title	Credits	Level
A/501/5017	Personal development as a strategic manager	6	7
F/501/5018	Strategic performance management	7	7
J/501/5019	Financial management	7	7
K/501/5398	Strategic information management	9	7
F/501/5021	Conducting a strategic management project	10	7
J/501/5022	Organisational direction	9	7
M/501/5399	Strategic marketing	6	7
H/501/5027	Organisational change	7	7
M/501/5029	Strategic planning	9	7
H/501/5030	Human resource planning	8	7
K/501/8138	Being a strategic leader	7	7
M/501/8139	Strategic leadership practice	7	7
M/601/2870	Introduction to strategic management and leadership	10	7
K/601/2883	Strategic risk management	9	7
Y/601/2880	Strategic corporate social responsibility	9	7

Date Issued

30/01/2012

Learner Number

P4285935

INCORPORATED BY ROYAL CHARTER

Terry Morgan, President

Regulated by Ofqual

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Llywodraeth Cymru
Welsh Government

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