

Zainab Muneer

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## Professional Summary

Experienced HR, IT, and social work professional with over 12 years of cross-functional experience supporting public service goals through human resources, community rehabilitation, and IT administration. Proven ability to align administrative operations with institutional objectives and drive community impact, particularly in women's welfare and prison rehabilitation initiatives. Currently based in Dubai with valid Emirates ID and residency. Actively seeking a rewarding opportunity in Dubai's government sector to contribute to national development and social empowerment.

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## Core Competencies

- Human Resources Management
  - Employee Relations & Retention
  - Talent Acquisition & Recruitment
  - IT Coordination & System Support
  - ERP/IMS Software Management
  - Training & Staff Development
  - Administrative Operations
  - Performance Evaluation & Reporting
  - Policy Implementation & Compliance
  - Microsoft Office Suite | Visual Basic 6.0 | MCP (MCSD Track)
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## Professional Experience

**Women Aid Trust** – Social Worker / Senior HR & IT Coordinator / Lecturer / IT Administrator \ *Jan 2011 – Present* | *Karachi, Pakistan*

- Conducted social work initiatives focused on women's prison rehabilitation programs in collaboration with correctional institutions.
- Managed end-to-end HR operations including recruitment, onboarding, and performance evaluations.
- Delivered professional development lectures and led educational initiatives for community outreach.
- Oversaw IT system administration, including ERP/IMS software support and troubleshooting.
- Created and enforced HR policies, reporting tools, and optimized workflow systems.
- Led programs supporting women's rehabilitation, training, and career development.
- Trained staff in system usage and data management to support daily operational efficiency.

**KASH International (Pvt.) Ltd** – Administrative Assistant \ Sep 2009 – Dec 2010 | Karachi, Pakistan

- Handled administrative documentation including invoices, shipping records, and supplier files.
  - Coordinated with internal departments and reported directly to the Director.
  - Ensured compliance of import/export documentation and logistics records.
  - Assisted in drafting quotations, letters, and official documentation.
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## Education

- **MBA in Human Resource Management** – Iqra University, 2009
  - **Bachelor's in Education and International Relations** – University of Karachi, 2000
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## Certifications & Technical Skills

- **Amazon FBA Mastery** – Learning Resource Network (LRN), 2023
- **Microsoft Certified Professional (MCP)** – Visual Basic 6.0 (MCSD Track)
- **Computer Course** – Designing & Implementing Desktop Applications with VB 6.0, 1999
- **Freelancing Certificate** – DigiSkills Training Program (Batch-04, 2019)
- **Computer Teaching Certificate** – Jamiat-ul-Mohsanat, 2003

## Tools & Technologies:

- Visual Basic 6.0, MS Office Suite, ERP/IMS Systems, Internet Tools, Email Management
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## Languages

- English (Fluent)
  - Urdu (Native)
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## Research Work

- Conducted research on “**Rehabilitation Treatment Needs of Inmates**”, focusing on psychological and social rehabilitation approaches within women's correctional institutions.

## Interests

- Business publications
- Research and development
- Community & social service engagement