

# Umar Manzoor

**Address:-** Jetty Road Khawaja Bagh Baramulla. **Phone No:-** +917006287907  
**Email Id** [Umarmanzoor147@gmail.com](mailto:Umarmanzoor147@gmail.com)

## Profile:-

A versatile and results-oriented professional with over 8 years of experience across Human Resources, Call Center Operations, and Crime & Criminal Tracking Networking Systems (CCTNS). Proficient in managing full-cycle HR functions, including talent acquisition, employee development, and performance management, while fostering a positive workplace culture. Adept at optimizing call center workflows, enhancing customer satisfaction, and leading teams to consistently meet and exceed service targets. In addition, experienced in the implementation and administration of CCTNS platforms, ensuring accurate data reporting and seamless coordination with law enforcement agencies. Recognized for problem-solving abilities, excellent communication skills, and a commitment to operational excellence and public safety. Eager to contribute expertise to a forward-thinking organization focused on people, service excellence, and innovation

## Work Experience:-

### Human Resources Manager

*Company Name – Muzaffarnagar Medical College & Hospital*

*Dates of Employment: Jan2020 – Oct 2024*

- Developed and implemented HR policies and procedures, ensuring compliance with local labor laws and organizational best practices.
- Managed employee relations, resolving conflicts and addressing concerns to maintain a positive work environment.
- Administered performance management systems, including conducting regular employee evaluations, setting goals, and providing feedback to enhance individual and team performance.
- Coordinated training programs and professional development initiatives, resulting in [94]% increase in employee satisfaction and retention.
- Worked closely with senior leadership to align HR strategies with business goals, improving overall organizational effectiveness.

### Call Center Supervisor

*Company Name – AITPL Srinagar*

*Dates of Employment: March 2011 – April 2012*

- Supervised a team customer service representatives, ensuring high levels of customer satisfaction and service excellence.
- Monitored call center metrics, including response times, call quality, and resolution rates, consistently achieving 100% customer satisfaction.
- Conducted regular training and coaching sessions to improve team performance, product knowledge, and communication skills.

- Implemented workflow improvements, reducing average call handling time by [100]% while maintaining quality standards.
- Managed escalated customer issues, working closely with management to resolve complex inquiries and enhance customer retention..

### **Crime & Criminal Tracking Networking Systems (CCTNS) Coordinator**

*Law Enforcement Agency/Department – Navayuga Infotech*

*Dates of Employment: Jan 2017 – August 2019*

- Managed the implementation and daily operations of the Crime & Criminal Tracking Networking System (CCTNS), ensuring accurate data entry and real-time tracking of criminal records and cases.
- Trained law enforcement personnel on the proper use of CCTNS software, leading to increased efficiency and accuracy in reporting and data retrieval.
- Collaborated with various police departments and agencies to ensure seamless data sharing and coordination of criminal investigations.
- Conducted regular system audits to ensure data integrity and compliance with legal and regulatory requirements.
- Worked closely with IT teams to troubleshoot and resolve any technical issues with the CCTNS platform, minimizing downtime and ensuring continuous system operation.
- Generated and analyzed reports for law enforcement leadership, providing valuable insights to inform decision-making and enhance public safety operations.

## **Education Qualification**

### **Bachelor of Arts (B.A.)**

*Kashmir University — Baramulla, Jammu & Kashmir*

*Year of Graduation: 2011*

### **Higher Secondary Certificate (12th Grade)**

*Govt. Boys Higher Secondary School — Baramulla, Jammu & Kashmir*

*Year of Completion: 2008.*

## **Key Skills**

### **Human Resources Skills**

- **Recruitment & Staffing:** Talent acquisition, candidate screening, and onboarding.
- **Employee Relations:** Conflict resolution, grievance handling, and fostering positive workplace culture.
- **Performance Management:** Setting objectives, conducting performance reviews, and employee development.
- **HRIS Systems:** Proficient in Human Resource Information Systems (e.g., SAP SuccessFactors, Workday).

- **Compensation & Benefits:** Salary benchmarking, benefits administration, and payroll coordination.
- **Training & Development:** Designing training programs, employee coaching, and skill enhancement.
- **Compliance & Labor Laws:** Knowledge of local labor laws, workplace safety regulations, and HR compliance standards.
- **Employee Engagement:** Initiating and managing engagement programs to boost morale and retention.

### Call Center Skills

- **Customer Service Excellence:** Handling customer inquiries, issue resolution, and ensuring satisfaction.
- **Call Center Management:** Supervising teams, monitoring performance metrics, and driving KPIs (Key Performance Indicators).
- **Quality Assurance:** Ensuring call quality, maintaining standards, and providing feedback to staff.
- **CRM Software:** Experience with CRM tools like Salesforce, Zendesk, or similar platforms.
- **Data Analysis & Reporting:** Analyzing customer service data to improve performance and identify trends.
- **Conflict Resolution:** Managing escalated issues, de-escalation techniques, and providing solutions.
- **Multitasking:** Managing multiple priorities, call queues, and customer needs in a fast-paced environment.
- **Scheduling & Workforce Management:** Optimizing team schedules, managing shifts, and ensuring service coverage.

### Crime & Criminal Tracking Networking Systems (CCTNS) Skills

- **CCTNS Implementation:** Knowledge of Crime and Criminal Tracking Networking Systems and their integration.
- **Data Integrity & Security:** Ensuring accuracy and security of criminal records and sensitive data.
- **Law Enforcement Collaboration:** Working with police departments and other law enforcement agencies.
- **System Audits:** Conducting system audits and ensuring compliance with legal standards and protocols.
- **Database Management:** Data entry, updates, and retrieval of criminal records using CCTNS platforms.
- **Report Generation:** Generating crime reports, case status updates, and statistical analysis for law enforcement use.
- **Technical Support:** Troubleshooting and resolving issues with CCTNS software, ensuring continuous system operation.
- **Legal & Regulatory Compliance:** Understanding of legal requirements and ensuring system adherence to laws regarding criminal data.

## Soft Skills

- **Communication:** Strong verbal and written communication skills, ability to interact with diverse teams and clients.
- **Leadership & Team Management:** Motivating teams, delegating tasks, and ensuring collaboration.
- **Problem-Solving:** Analytical thinking and a solution-oriented approach to resolving complex issues.
- **Time Management:** Prioritizing tasks and managing time efficiently to meet deadlines.
- **Adaptability:** Ability to thrive in dynamic and fast-paced environments.
- **Attention to Detail:** Ensuring accuracy and precision in data entry, reporting, and daily tasks.
- **Conflict Management:** Ability to mediate disputes, resolve conflicts, and maintain a positive environment.

## Languages

- **English:** Fluent (Speak, Read, Write)
- **Urdu:** Fluent (Speak, Read, Write)
- **Kashmiri:** Fluent (Speak, Read, Write)
- **Russian:** Beginner