
Human Resource Consultant

As a seasoned Human Resource Consultant with over 15 years of demonstrable experience, I am passionate to drive client business performance and productivity through developing and re-engineering of key processes and policies, organization development, talent acquisition and staffing ranging from mid-sized organisations to multinational corporates, both within the U.A.E and internationally.

Highlights of Expertise

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| ◆ Organisational Development | ◆ Organisational Design |
| ◆ Staffing / Recruitment and Selection | ◆ Compensation and Benefit |
| ◆ Employee Engagement & Retention | ◆ Consultancy |
| ◆ Talent Acquisition | ◆ Teamwork and Collaboration |
| ◆ Strategic Human Resource Planning | ◆ Business Process Re-engineering |
| ◆ Client Relationship Management | ◆ Change Management |

Career Experience

Freelance Human Resource Consultant, EonD (Expertise on Demand), Dubai, United Arab Emirates (August 2021 – Present)

Part of a dynamic team of consultants who provide a unique 360 offering that enabling world-class expertise infusion across all key steps of the consulting value chain.

Freelance Human Resource Consultant, Psyched Brain Limited, Karachi, Pakistan (July 2021 – Present)

Psyched Brain Private Limited offers corporate clients HR solutions which are people centric, result oriented, and ultimately success focused. Based out of Dubai, U.A.E, and as a panel member, I am supporting the HR strategy and people solutions delivery for global clients at Psyched Brain Private Limited.

- ◆ Conduct Employee Engagement Surveys, Climate Surveys and Cultural Surveys to analyse and assess the effectiveness of the organisation's feedback mechanisms.
- ◆ Execution of Competencies Based Interviews (CBI) for efficient and a well-rounded recruitment and selection process ranging from junior employees to the C-suite.
- ◆ Reviewing and consulting on organizational restructuring which includes company values, creating culture, and company policies.
- ◆ Advising management on human resources plans and processes to drive sustained business growth.
- ◆ Developing, reviewing, and applying HR policies and procedures where necessary to add value to the organizational strategy.
- ◆ Providing businesses with Covid19 HR support services during and post the pandemic, to cover revised Recruitment, Performance Management, Covid19 related SOPs, HR policies and procedures including the management of remote workers (Work-From-Home) with emphasis on WFH policies.
- ◆ Formulating HR related reports to support business and HR analytics for informed management decision making.
- ◆ Consulting and overseeing any changes related to workflow processes and reporting.

Freelance Human Resource Consultant – Dubai, United Arab Emirates (October 2013 – Present)

In my experience as an independent HR consultant, I am agile at anticipating any issues for the client's HR function and finding innovative solutions. I am an adaptable, strategic and proactive thinker, skills which enable my strategic support towards the provision of customized client solutions delivery. With a strong understanding of the HR principles, strategies and tactics, I am a collaborative team player with effective communication and interpersonal skills which I believe are the foundation towards building long term relationships with both clients and employees at all levels.

- ♦ **Advising management on human resources plans and processes to drive sustained business growth.**
- ♦ **Analysing the organisation's current HR programmes and proposing innovative solutions to existing challenges.**
- ♦ **Developing, reviewing, and applying HR policies and procedures** where necessary to add value to the organizational strategy.
- ♦ **Providing businesses with Covid19 HR support services during and post the pandemic, to cover revised Recruitment, Performance Management, Covid19 related SOPs, HR policies and procedures including the management of remote workers (Work-From-Home) with emphasis on WFH policies.**
- ♦ **Auditing and ensuring alignment of HR activities and agendas with the UAE employment law framework.**
- ♦ **Formulating HR related reports to support business and HR analytics** for informed management decision making.
- ♦ **Consulting and overseeing any changes related to workflow processes and reporting.**
- ♦ **Leading, managing and influencing stakeholders across the business ensuring effective stakeholder management.**
- ♦ **Solid understanding of research methods and analysis utilized to assess current methods** employed within an organisation, with a **focus on continuous improvement / process re-engineering** as per the client's needs and requirements.
- ♦ **Facilitating change management** proactively with regards to what changes will take place and with appropriate, practical and **cost-effective solution delivery.**
- ♦ **Effectively communicating with employees and clients across all levels** and understanding the specific needs by implementing solutions where applicable.
- ♦ **Lead investigation and resolution of employee issues, and provide guidance to line managers on performance management and developmental action procedures.**
- ♦ **Provide consultation to managers and counsel employees/managers on all Employee Relations matters** such as Disciplinarys, Grievances, Performance Improvement Processes, and complaints.
- ♦ **Provide advice and counsel leaders, managers and employees related to complex performance management issues, both on an operational and strategic level.**
- ♦ **Manage and deliver the recruitment and selection process** through various selection methods, screen applicants and provide hiring recommendations to management.
- ♦ **Create an awareness amongst managers and supervisors in performance management, training, and interpreting company policies and procedures.**
- ♦ **Assist managers and employees in goal setting and performance appraisal actions, as well as talent acquisition across all employee levels, ranging from junior employees to the C-suite and senior management.**
- ♦ **Strong business acumen and good knowledge of HR practices and employment law.**
- ♦ **Ability to build credibility quickly with our clients and positively influence business managers.**
- ♦ **Highly skilled and persistent to obtain case information which is not readily available, with an eye for detail.**

Senior Associate Consultant, PriceWaterhouse Coopers - PwC, Karachi, Pakistan – (Aug 2011 – June 2013)

Upon my promotion to Senior Associate Consultant, and in addition to my responsibilities which were included in my previous role as an Associate Consultant, I was also designated as the HR lead for the design and development of the Education Fund for Sindh (EFS), in collaboration with PwC UK. The aim of the EFS was to establish a non-profit company as a one-year project, towards providing education to the underprivileged for the completion of their primary education.

My responsibilities as the HR lead were as follows:

- ♦ **Assessment of the clearly defined scope of the EFS project keeping, timely execution, accomplishment of key deliverables, cost optimization and quality control as KPIs and key measures of success.**
- ♦ **Consultation with management to establish specific objectives towards the launch and success of the EFS.**
- ♦ **Involvement in the end-to-end execution of the project, which included initiation, planning, execution, monitoring and control and closing.**
- ♦ **Independently developed HR manual with policies and procedures for EFS.**
- ♦ **Coordinating communication across all HR related aspects of the project keeping all stakeholders informed ensuring active stakeholder engagement.**
- ♦ **Performed manpower planning and development of the organizational chart as per project requirements.**
- ♦ **Head Hunted C-suite professionals, including CEOs, and CFOs in alignment with the mission, vision and values of the EFS.**
- ♦ **Developed job descriptions and drafting advertisements for key senior management positions and the C-suite, including Chief Executive Officer (CEO) and Chief Financial Officer (CFO) for (EFS).**
- ♦ **As the member of the interview and selection panel, I also successfully conducted screening of the candidates' CVs- this included conducting background checks and verification of references.**
- ♦ **Performed a benchmarking exercise of key departments with regards to the salary survey and data collection of similar NGOs for multiple key positions for Finance, Marketing, Administration and Human Resources.**
- ♦ **Continuous monitoring and evaluation of the project to ensure resource and cost optimization and efficiency.**
- ♦ **Successfully completed the transition to the newly recruited CEO, and continued support with post-implementation activities.**
- ♦ **In addition to the above and in my role as the Senior Associate Consultant, my responsibilities also included the fulfillment of a broad range of HR functions, including recruiting and training employees, administering benefits, overseeing disciplinary guidelines towards policy and procedure development.**

Associate Consultant, PriceWaterhouse Coopers - PwC, Karachi, Pakistan – (October 2009 – July 2011)

In my role as an associate consultant, I was responsible for providing human capital management advisory services to businesses. Supported clients to develop and communicate policies, employee development, and implementing an end-to-end recruitment and selection process.

- ♦ **Designed and developed innovative, cost-effective, and successful employee engagement programs that significantly improved employee engagement, had a marked decline in attrition and enhanced productivity for clients.**
- ♦ **Key involvement on multiple projects which were related to recruitment for clients who were market leaders in the Pharmaceutical, Banking, Manufacturing and Media industries.**
- ♦ **Conducted training session on soft skills for all new PwC recruits during their orientation, which included topics such as communication skills team management, time management and PwC Experience.**
- ♦ **Trained line management for clients on recruitment and selection techniques, conducting workshops and one-on-one coaching sessions that contributed to targeted and successful recruitment and selection.**
- ♦ **Independently managed the talent acquisition of all mid-senior to senior management for multiple clients who were part of my assigned client portfolio.**
- ♦ **Ensuring all assignments are executed within agreed SLAs and as per quality standards, ensuring stakeholder engagement and support.**
- ♦ **Developed positive and strong working relationships with peers, customers, employees and senior management to effectively accomplish all assignments.**

- ♦ Responsible for the reporting on the **sustainability report**, as part of the project team, which was for a cement producing company, and the market leader in Pakistan. This project enabled me to have a deep and well-rounded awareness of all of the integral aspects on society, human rights and labor legislation within the **Global Reporting Initiatives (GRI) Reporting Framework**.

Associate Consultant, Narejo Human Resources, Karachi, Pakistan (November 2007 – July 2009)

As the associate consultant, I was the key liaison between management and clients in order to deliver customized solutions for businesses.

- ♦ Assisted in **organization development** which included **HR Restructuring projects, policy and process development in addition to conducting job analysis, development of job descriptions** for industry leaders in the FMCG, Banking, Manufacturing, Textile, Engineering, Media and Oil & Gas industries.
- ♦ **Drove the Recruitment and Selection** of a range of roles ranging from Management Trainees, Middle Management and Senior Management officials for Finance, Marketing, Human Resources and Administration.
- ♦ **Responsible for the entire recruitment cycle which included key recruitment activities** such as, recruitment advertisements (design and coordination with advertisement agency), interviews, assessment centres, psychometric testing (MBTI), job proposals, communication with key stakeholders, both internal and external.
- ♦ **Training execution** for multiple clients on soft skills topics such as time management, employee motivation, communications skills, leadership skills and emotional intelligence; also **actively involved in various team building events for clients**.
- ♦ Involved in the compilation of the **annual appraisal** results for clients; also **conducted 360 Degree Feedback surveys** for our clients, post project completion.
- ♦ **Researched HR benchmarking information, and creating job descriptions in partnership with HRBPs, including compensation, compensation analysis for job rotations, etc.**
- ♦ **Utilised HR Metrics to gauge the effectiveness of various HR responsibilities and initiatives** such as hiring, employee retention, training, and cost per hire.
- ♦ **Represented the organization by setting up different promotional activities and stalls at job fairs, exhibitions, universities and educational institutions.**

Education & Credentials:

- ♦ Master in Arts, Majors in Economics, University of Karachi, (2016-2019)
- ♦ Master in Business Administration – Major in Human Resource Management, University of Karachi, (2004-2006)
- ♦ Bachelor in Commerce, University of Karachi, (2001-2003)

Professional Training & Development:

- ♦ Chartered Institute of Personnel and Development (CIPD) – Level 5, People Management, Diploma – 2021 - In progress
- ♦ Project Management Professional (PMP) – 2021- in progress
- ♦ Certificate in Human Resources and Administration Skills including UAE Labour Law (Attested by UAE Ministry of Education), NADIA Training Institute, August 2013
- ♦ *MS Office suite proficiency and experience - Excellent computer skills, including knowledge of all Microsoft Office products, HR systems and the ability to learn chosen software programs*
- ♦ *References will be furnished upon request*