

PERSONAL INFORMATION

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Brief Employment History

A Multi-skilled individual with 14 years of industrial experience in Retail, Hospitality and Management Consultancy industry in the fields of Quality, HR, Product Management, Customer Service & Training. Throughout my experience I have shown a versatile personality due to which I was considered as a key employee amongst board decision member. I have contributed towards core operations in handling Product Life Cycle along with associated areas of Branding and Merchandising and Quality. Also, in this era of digital transformation immense data cannot be operated manually; I have successfully implemented Microsoft Dynamics AX 2012 and SharePoint twice in my career. **Area of expertise include:**

Quality Management
ISO 9001, 18001, 14001, 17025
Planning & Project Management
Process Development & Audit
Product Development
Product Life Cycle
Supply & Demand
Cross Functional Workflows
Microsoft AX 2012

Strategic HR
Performance Management
Training & Development
Training Need Analysis
Succession Planning
Talent Mapping / Recruitment
Competency Matrix
HR Policy & Procedures
Job Analysis

Gap Analysis
Compensation & Benefit
Salary/Benefit Grading Matrix
Organizational Development
Change Analyst
Reporting

Employment History (2003 – 2016)

Employer + Strength	Industry	Designation	Work Tenure
Kanoo Elite Technologies	: IT	:HR & Quality Manager	:2019 - Present
Miyar Consultancy	: Consultant	: Sr. Consultant	: 2016 - 2019
G.P.Zachariades Overseas Ltd (5000+)	: Construction	: HR /Brand Manager	: 2014 - 2016
Al Zain Trading (300+)	: Retail	: Corporate Strategic Manager	: 2009 - 2013
Bahrain Town Pvt Ltd (25,000+)	: Construction	: Asst. HR Manager	: 2006 - 2008

Career Highlights

Achievements:

- Successfully implement the inventory, CRM and POS module for ERP(Microsoft oriented)
- Developed the HR & Merchandising department.
- Developed Reporting structure.
- Improved the yearly sales of exhibitions and shops by 35% within a year of joining the merchandising department.
- Developed Standards Operating Procedures throughout the company.
- Developed and implemented a performance appraisal system for all the operations.

HR & Corporate Strategy: (7 years)

- Developed companies HR Manual, Procedures and policies for all the departments.
- Developed and implemented Job description for all the departments.
- Implemented employee motivational techniques which not only included monetary but also non-monetary benefits.
- Proposed Performance appraisal system which was later on implemented by the new HR Manager.
- Developed Pay scale, Benefit and Reward Matrix.

Training and Development: (7 years)

- Conducted multiple trainings on Selling Skills, negotiation skills, Customer handling, and time and stress management.
- Trained approximately 120 staff of Dubai Duty free and received appreciation certificate
- Developed training modules through training need analysis using methodology of interviews, questionnaire and observation

ERP Specialist: (4 years)

- Implemented HR, Payroll, Inventory, CRM and POS modules in ERP Microsoft Axapta.
- Developed Product structure, synchronized it with the technicality of ERP and company's requirement.
- Developed reports in ERP based upon which the monthly and quarterly reports were extracted.

Total Quality Management System: (5 years)

- Assisted in Business Process reengineering to meet stakeholder's requirement and global best management practices.
- Assisted in to ensure elimination of non-conformities Identifying and controlling non-conformities through internal assessments, process audits, document control to ensure efficient workflow and to report them to the Management in

Management meetings.

Product Development: (2 years)

- Developed Merchandise procedures, research methodologies and reporting structure in the organization which never existed before.
- Studied the PLC of all the Collections launched till now to ensure smooth movement and cash flow.
- Presented Monthly, Quarterly and Yearly reports based upon which the demand is analyzed and Yearly Production Plan is created.

E-Commerce: (2 years)

- Transformed the Business Model of a Retail showroom from a Physical retail showroom to Online Ecommerce Website and Shopping Mall App for Clients.
- Developed a full fledged global appearance through Social Media platform (Facebook, Instagram, Snapchat, Twitter...etc.)
- Structured the process and procedure to develop online Product Catalogue.
- Worked hand in hand with developers and was successfully able to integrate two Ecommerce Business Models, Online Delivery Management App.

Career Portfolio:

Elite Technologies:

HR & Quality Manager:

March 2019 – Present

Reporting to : CEO

Elite Technologies is IT Solution Provider based in Bahrain and having its operation spread over Riyadh and Dammam in Saudi.

Key Responsibilities for now are to:

In Brief to summarize the job role is to build

- A Strategic HR Function within the organization
- To identify the Gaps in the processes, revise, document & Implement the changes.
- Develop a reporting mechanism round the organization & Sync it with Quarterly Performance Appraisals inline with the organizations set goals.
- Develop KPI's for all departments and formulate it into a goal oriented reporting structure.
- Ensure Value and Quality is delivered across the operation to enhance customer satisfaction (both internal and external.)
- Develop Quality and HR Manual.

Miyar Consultancy Co, Bahrain

Sr. Consultant

May 2016 – Feb 2019

Reporting to : MD

Miyar Consultancy is a Management Consultant, providing Quality Consultancy to its clients in Bahrain. Brief of my JD is specified as below:

- Ensure timely delivery of Quality Manual to the clients
- Ensure Customer is satisfied with the implementation, Trainings and Improvements advised along the course of ISO Advisory and Certification.
- Ensure the latest updates in ISO 9001, 14001, 18001 and 17025 is well understood and communicated to the existing and new clients for upgradation.

Also, having HR experience whenever the company managed to acquire HR project; my responsibility was also to be a lead Consultant and provide below mentioned:

HR Advisory

- Job Analysis
- Competency Mapping (including Skill Assessment), Talent mapping and Succession Planning
- Developing Goal oriented Performance Appraisal
- Synchronize JD with Company's Objective

- Developing HR Documentation(Manuals, Procedures, Forms...etc)
- Salary & Benefit Grading Structure (**C&B**)
- Training & Development Structure

G.P.Zachariades Overseas Ltd

HR/ Brand Manager

Jan 2014 – Apr 2016

Reporting to : Chief HR Officer & Head of Marketing

- Responsible for the formation of two new sister concerns.(Training Academy and Smart source)
- Responsible for the transfusion of manual to computerized system.
- Responsible in devising Performance Appraisal system for workers.
- Creating HR Manual by streamlining the existing policy and procedures.
- Conducting yearly TNA and planning training and development requirement for all the employees.
- Revised the compensation and benefit plan for worker category and closely monitored the implementation of new system.
- Responsible directing a direction for the brand by defining its brand ideology, creative brief's and incorporating it on mediums (Social Media, News feeds, Websites, CSR, Events...etc)

Al Zain Trading W.L.L.

Corporate Strategic Manager

Apr 2011 – May 2013

Reporting to : Head of Merchandising & Retail

- Identifying target market to be approached through detailed review and research on market trends.
- Coordinating with the marketing department to **develop market mix and pricing strategy** for existing and new collections.
- **Overseeing production process** and ascertaining the same is as per requirement and within the agreed quota as well as ensuring timely product delivery.
- To Develop and execute yearly **Production and Marketing Plan**.
- To propose **yearly budget** for purchasing and production based upon the requirement.
- To develop a **database of suppliers** providing the required product and ensure a healthy relation with them.
- Keeping **close tabs on market trends** and competitor strategies, collecting information and formulating strategies to optimize performance parameters and business outputs.
- Steering day-to-day operations to **maximize turnover and profits**.
- Conducted Product and Selling Skills related **trainings**.
- To conduct yearly, half yearly, quarterly and monthly **reports**.
- To conduct **quarterly rotation** within the region and yearly rotation of goods among the region.
- To ensure that the assigned targets are met by all the subordinating departments.
- To ensure the exit and entry of goods with other regions **to avoid custom cost**.
- To ensure the launch of **unique and trendy products**.

HR Manager

Jan 2009 – Jan 2012

Reporting to : Group General Manager.

- Developed, monitored and upgraded **human resource policy and procedures** to ensure regulatory compliance whilst providing high standards work environment for all employees.
- **Designed organizational hierarchy** and developed salary structure and succession plans. Devised mission statement subsequent to conducting research on company's operation, business model and competitive position.
- **Formulated strategies** with regard to employee relations to establish a positive employer-employee relationship and promote a high level of employee morale and motivation.
- Devised **effective performance management systems**, reviewed employee KPIs, analyzed learning gap of personnel and implemented performance appraisal programs to enhance the performance level of all employees.
- Implemented performance appraisal programs for sales and marketing department with MBO, BARS, Peer and downward appraisal methods.

- **Drafted job description** for sales, marketing, merchandising, supply chain and branding departments and provided strategic guidance to increased business productivity.

Asst. HR Manager

Jan 2006 – Sep 2008

Bahria Town Pvt Ltd, handling Lahore & Karachi Division

Reporting to: Head of HR

- Developed and **executed HR strategies** that support business goals, strengthen organizational effectiveness, performance, morale, retention, motivation, employee satisfaction and promote development of employees.
- Worked towards **developing an employee-oriented company culture** that emphasizes on quality, continuous improvement and high performance.
- Conducted job analysis, compensation programs, performance appraisal/management programs based on market trends, job classifications.
- Identified **internal and external recruitment** methods, established selection procedures through structured interview & testing.
- **Developed** succession planning using competency matrix to retain employees and ensure smooth continuation.
- **Organized procedures** related to payroll and administered employee database including personal information, leave record and AMS using lotus notes.
- Developed salary Matrix.

EDUCATIONAL HISTORY

2013	PMP (35 Hrs Completed) – Exam yet to be given.
2005 – 2008	MBA.(Specialization HR& Marketing) (Cumulative GPA : 3.35) University of Management and Technology
2001 – 2002	Microsoft Certified Software Engineer(Grade : B+) NIIT, Bahrain

Skills

- | | |
|---|-----------------------------|
| • Analytical | • System Development |
| • Managerial | • QMS Development |
| • RP (Microsoft Axapta, GP, Lotus notes) | • Ms Office |
| • SPSS | • Ms Visio |