Manager Operations

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Objective

I am an open-minded individual with a proven track record in HR and technical Operations management. I am eager to be challenged to grow and improve my communication and professional skills gained through previous experiences.

Certifications, Appreciations & Trainings

- Certificate of Appreciation (2020)
- Project Management Professional (PMP)
- Conflict Management & Negotiation Skills (Training)
- Building High Performance Teams (Training)
- NetApp Basic Administration (Training)
- MCTS Microsoft Exchange Server 2013 (Training)
- CCNA Certified (2008)
- CCNP - Routing & Switching (Training)
- Cisco ASA Firewall (Training)
- Received Appreciation award in Q4 2012 by BURJ BANK CEO.
- Spot Award in March-2015 by BURJ BANK CEO.
- Received Best Performance award in Q2 2011 by CITI BANK MD.
- Received Best Performance award in Q3 2011 by CITI BANK CEO.

Professional Experience

JS BANK

Unit Head HR Onboarding & Digitalization
Since Jan 2021 till present

Professional Skills
- Professional experience in leading onboarding team and process execution is done efficiently.
- Manage ERP decibel module and HR operations (Recruitment, Verification, Confirmation, Payroll, Litigation, Medical, Final Settlement, HR Helpdesk)

- Ensure data standards are not compromised by conducting sessions with project team.
- Make sure execution of work is done as per policy.
- Lead recruitment, verification and HR helpdesk.
- Developed frameworks and processes and streamlined the work.
- Logistics arrangement for new joiners on the day joining via web base procurement portal.
- Management of HR onboarding module and ensure proper functionality along with reporting to higher management.
- Management of financials/invoices of the vendors
- Digitization of employee confirmation process along with outsourcing.
- Process alignment by introducing policies, service level agreements, SOP etc
- Handshakes with different department for timely arrangement of onboarding formalities.
- Manage internet-enabled web-based vendor application which provides real time employment verification status.
- Management of vendors which are used for providing services to staff.

Major Projects
- Deployment of Enterprise resource planning (ERP) system Decibel HRMS solution
- Project management of decibel (HRMS) TA and Onboarding modules
- Implemented Virtual orientation session program
- Digitization of employee's documents verification process and data migration
- Project URAAN - Induction of People with Disabilities

Deputy Manager - Lead HR Onboarding & Project Management
Since June 2016 till Jan 2021

Professional Skills
- Professional in converting HR processes (Induction, Onboarding, Data Management, Verification, Confirmations, HR Helpdesk) which are time-consuming and paper-based to a streamlined, computer-based online system on the concept of self-service by using SAP and Sharepoint.
- Content writing of documents, SLA (Service level agreement), SOP (Standard operating protocol), BRD (Business requirement document), ROI (Return on investment), Policy etc.
- Ensure completion of tasks within assigned TAT.
- Management of yearly budgeting activity
- Manage call center setup for internal employees which includes call recording, reporting, dashboard and system upgradation etc.
- Responsible for integration of different departments like (IT, Medical, Admin etc.) in HR People Connect infrastructure (includes Road shows, Awareness campaign management, Online Web Portal, Call Center, Mobile APP, SMS, Feedback portal & Walk-in features) to achieve the one window solution concept company wide.
- Manage complete SharePoint based PC Ticketing System, Qmatic machine along with feedback screen.
- Explore different options and utilize technology for employee's engagement
- Organize refresher sessions for the teams.
- Keep the team members motivated and ensure to improve team performance.
- Coordination with different stakeholders for implementation of Onboarding Framework.
- Coordinate with internal and external auditors
- Smart management of technical and commercial distribution network along with resource management.

Major Projects

- Digitization of employee's personal files
- Enhance HR systems by using multiple tools/software's like SAP (HCM), SuccessFactors, SharePoint, Decibel, etc.
- Supervised Human Resource Areas: People Services, Talent Acquisition, Onboarding, Digitalization and Data Management, Antecedent Verification, Confirmation, Payroll, HR Audit
- Automation of Manual HR Processes
- Established People Connect Infrastructure providing services to all KE employees (over 10,000)
- OSP BPO Model implementation (Bio-Metric attendance/services outsourcing)
- Launched Onboarding Framework
- Launched Android based PC Mobile App (For KE employees only)
- Designed and created PC Lounge facility for walk-in employees
- Launched SMS services and Feedback
- Developed sharepoint based (L & OD) Learning Board
- Implemented OSP Attendance solution (Decibel) across KE

(Burj Bank)
Assistant Manager - Lead PMO & IT Infrastructure
Since June 2012 till June 2016

Professional Skills

- Maintain and Manage Production as well as DR Data Centers.
- Establishment of iMal hardware infrastructure and data migration.
- Deployment of iMal modules exes (CSM, IIS, FMS, Alert, etc) in UAT & Production environment.
- Hardware procurement of new branches
- Maintain and manage country wide ATM Network, LAN and WAN, WIFI, Blue Coat, server patching, IRIS, etc.
- Monitor network health and ensure stability of all data links, implementation of wireless LAN.
- Manage site help desk and ensure early closure of aging tickets, Inventory, MIS generation, documentation, capacity planning etc.
- Manage voice recording & call center server and application.
- Ensure financial reporting is done on regular basis.
- Manage ATM module and make sure its operational 24x7.
- Manage virtual machines through VMWARE setup including Storage and ESXi Servers.
- Responds to department inquiries concerning Systems Operation and diagnoses system/server's hardware, software and operator/user problems.
- Strong documentation skills including preparation of Technical Documents, SLAs, IT Policies & Operating Procedures

Major Projects

- Establishment of Network/Hardware infrastructure for iMal Core Banking Project.
- Migration of Branch WAN links from DXX to MPLS Network.

- Successfully completed internal audit
- NetApp Storage/Net Backup
- NADRA Verisys
- Call center setup at DR Site
- Restructuring of domain and exchange server
- Integration of Black Berry Services
- Up gradation of CORE Network Infrastructure.
- Data Migration of Core Banking System (SYMBOLS to iMal version 12.8)
- Tier 3 Data Center setup experience

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Team Lead IT Projects
Since January 2007 till June 2012

Professional Skills

- Manage Branch Network, ADC Network, POS Network and communication infrastructure.
- ATM site preparation and correspondence with business for ATM model, costing, MIS generation, capacity planning etc.
- Maintain and manage country wide Network, LAN and WAN, ATM, Server room, server patching.
- Hardware Procurement of new branches
- Inventory Management
- Managing and maintaining the overall network setup of the bank
- Ensure 100% NAC (Network Access Controller) availability for POS machines/merchants.
- Directly coordinated with external auditors (SBP) and provided required information
- Manage country projects and ensure delivery as per schedule.
- Migrated 40+ branches from DXX to on MPLS network and dark fiber.
- Implemented IBFT (Inter Bank Fund Transfer) in Pakistan.
- Routers & Switches IOS up gradation and installation for offsite/Onsite ATM projects in 2009-2010.
- Deployment of Country wide ATM machines

Education

Qualification	Year	Institute
Masters	2010	Master's in Computer networks & communication from Hamdard University.
Graduation	2006	Bachelor of Computer Engineering from Hamdard University, Karachi.
High School Certificate	2002	H.S.C. (Science) from Board of Intermediate Education, Karachi.
Secondary School Certificate	2000	S.S.C. (Science) from Board of Secondary Education, Karachi.