# **IFTIKAR ALI ZAMAN**

**Business Operations & HR Executive** 



## **○ PROFILE**

Dynamic and globally experienced executive with 20 years of leadership in Business Operations, Project Management, and HR Management across diverse industries. Proven track record of optimizing operational frameworks, leading teams, and collaborating with business leaders to align strategy with execution. Known for delivering scalable solutions, improving organizational efficiency, and driving sustainable growth.

# **⇔** EDUCATION

## Masters In Business Administration

**Human Resources** 

Bachelor's in Economics

# ACHIEVEMENTS

- Certified in Compensation and Benefits
- Diploma in Human Resources

# **□** CORE SKILLS

Business Operations	95%
HR Management	90%
Project Management	85%
Strategic Leadership	90%

## **™ CAREER HISTORY**

## Alkhair Capital (Dubai) LTD

May 2023 - Present

Head of Operations

- Directed all middle-office operations, bridging front and back office functions to ensure seamless execution and service delivery.
- Spearheaded the design and execution of operational strategies aligned with business development goals, improving workflow efficiency and client outcomes.
- Managed enterprise-level CRM systems; streamlined lead tracking and allocation to improve conversion and transparency within the Business Development team.
- Developed and executed a performance management framework, including KPI tracking, incentive structures, and gap analysis for revenue teams.
- Led client experience transformation, implementing structured onboarding, proactive support mechanisms, and digital servicing initiatives.
- Established and led robust risk management and internal control frameworks, driving regulatory compliance across KYC, AML, and onboarding operations.
- Successfully opened and serviced Non-Local Jurisdiction Corporate & Investment Accounts, strengthening global operational capacity.
- Led the end-to-end onboarding of Alkhair Fund into Allfunds, the world's largest fund distribution network, expanding product reach and operational integration.
- Oversaw vendor selection and implementation of marketing tech, CRM, KYC/AML platforms, and core back-office systems.
- Initiated and managed the rollout of a next-gen KYC platform, ensuring full integration with back-end infrastructure and compliance standards.
- Produced quarterly board-level operational reports and strategic insights to inform executive decision-making.

# **⊕** CAREER HISTORY (CONTINUED)

### Alkhair Capital Saudi Arabia / Alkhair Capital (Dubai) LTD

2017 - May 2023

Head of HR & Admin

Managing the HR Department by providing overall strategic leadership in leading HR initiatives; Carrying out planning, budgeting, performance measurement, recruitment, compensation, benefits, training, employee relations and Audits.

Ensuring that policies & procedures and HR programs are consistently administered, aligned with organizational goals and are in compliance with professional standards, state and federal regulatory requirements and employment laws.

#### Milestones achieved:

- Successfully recruited key C,C-1 level positions within timelines
- Successfully implemented the HRMS cloud based system
- Designed and implemented the Performance Management tool
- Successfully recruited key positions within timeline
- Successfully rolled out the Employee policy and hand book

### EmiratesNBD - Saudi Arabia

2012 - Dec 2016

Performance & Rewards Manager / HR Operations

Joined as an HR Relationship Manager and vertically moved towards managing the Total Rewards function. Contributed by leading the Total Rewards function which included developing and implementing staff financial facilities; successfully created a CV bank. Managed staff promotion cycles.

#### Additionally handled the following key functions:

Payroll	Recruitment	Develop New Policy and Ensure Implementation
Staff Engagement Projects	Cost Saving Initiatives	Manage External and Internal Audits

### Alkhair Capital Saudi Arabia (formerly known as Unicorn Capital Saudi Arabia)

2010 - 2011

Assistant Manager - HR & Administration

Managed the function as an HR Generalist by working on recruitment, payroll, policy governance, HR Payments, Loans and financial Facilities, Travel Desk, Staff Medical Insurance. Providing support to the management on special HR & Admin projects. Handled the administration of the office, managing vendors for office supplies and infrastructure related issues.

# **☆ CAREER HISTORY (CONTINUED)**

### Morgan Stanley Saudi Arabia

2008 - 2010

Assistant Manager - HR & Administration

Supported the team in handling the full cycle of payroll, recruitment, drafting polices, employment visa issues and staff reimbursement. Worked closely with the Finance team in working on Annual staff budgeting and manpower planning. Handled the internal auditors.

### ) Tadmur Holding - Qatar

2007 - 2008

HR Generalist

Contributed by leading the complete cycle of recruitment, visa management, onboarding and separation of employees. Managed different recruitment and headhunting agents globally to source the requirement of manpower for the company and its subsidiaries.

## Tata Tea- Tata Global Beverages - India

1999 - 2006

Assistant Manager – Operations

Started my career as an Assistant Manager in tea estate. Got exposure and managed cross functional areas from production, financials, Profitability to managing Unionized Labors. Preparing Standard Operation Procedures, manuals & work instructions for human resource operations for the estate.

### Key operational areas which I handled:

- Formulating & benchmarking functional best practices to focus on development abilities to meet present and future goals and mission set by the organization.
- Ensuring bottom line profitability by ensuring optimal utilization of resources.
- Analyzing operation of the system on a regular basis and taking corrective steps to modify it.
- Ensuring stringent adherence to quality standards, norms & practices, identifying gaps and taking corrective measures.
- Conducting internal process audits & detailing on quality requirement & finalizing quality plan.

References will be provided upon request