



ZAHID IQBAL

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Pakistan, 25150 Peshawar (Pakistan)

ABOUT ME

Accomplished Human Resources Manager with a proven track record in recruitment, corporate training, organizational behavior, and fostering ecosystems within Pakistan's vibrant startup and entrepreneurship culture. Proficient in providing consultative support for training design, development, and recruitment strategies. Skilled in connecting startups with potential investors and facilitating the transformation of innovative business ideas into successful ventures. Known for an exceptional work ethic, maintaining focus in demanding environments, meeting deadlines, and excelling under high-pressure conditions.

WORK EXPERIENCE

Manager Business Incubation

Punjab Information Technology Board [01/01/2021 – Current]

City: Kohat KPK

Country: Pakistan

- Developed and executed outreach strategies to attract innovative entrepreneurs and startups, overseeing their onboarding process.
- Managed incubation programs, facilitating connections between startups and potential investors, industry experts, and mentors through extensive networking.
- Ensured meticulous monitoring of entrepreneurs' and startups' milestones and progress, maintaining tight management of their developmental stages.
- Provided comprehensive guidance and support to startups in their fundraising endeavors.
- Formulated, executed, and owned an operational and engagement strategy encompassing the entire community, including donors, startups, investors, corporates, mentors, advisors, and domain experts.
- Functioned as the primary liaison for entrepreneurs, granting access to relevant connections and resources essential for their growth and success.

Human Resources Executive

Al Hafiz Crystoplast [02/12/2019 – 31/12/2020]

City: Peshawar

Country: Pakistan

- Develop and execute a comprehensive recruiting strategy in line with AHCP's commitment to delivering top-quality results and employee motivation through best compensations and training programs.
- Craft and update job descriptions and specifications that resonate with AHCP's dedication to maintaining the highest quality standards in the industry.
- Create recruitment materials and effectively post job openings across appropriate platforms such as job boards, newspapers, colleges, leveraging AHCP's ties with the market and its network.
- Utilize databases and social media platforms like LinkedIn, Facebook, etc., reflecting AHCP's forward-thinking approach, to source and recruit potential candidates.
- Screen resumes and applications in alignment with AHCP's focus on quantifiable results, employing reliable selection tools and methods within set schedules.

- Conduct interviews efficiently, adhering to AHCP's commitment to the highest standards, ensuring performance management and a smooth onboarding process.
- Implement HR policies and processes reflective of AHCP's commitment to employee well-being and growth.
- Oversee attendance and overtime processes, ensuring compliance with AHCP's standards and employee satisfaction.
- Drive HR analytics and reporting, reflecting AHCP's commitment to data-driven decision-making, providing well-documented reports to enhance the team's performance and strategic planning.
- Monitor and apply HR recruiting best practices, aligning with AHCP's vision of maintaining the highest quality in the industry, ensuring the team's success.

Assistant Manager Human Resource

Qazi & Brothers Group of Companies [03/01/2017 – 14/02/2019]

City: Nowshera KP

Country: Pakistan

- Oversee office administration and comprehensive Human Resource functions within Qazi & Brothers Group of Companies, ensuring alignment with the company's commitment to enhancing the quality of life.
- Manage all HR operations, utilizing HRIS systems like Softrack, SAP, and for efficient payroll processing and meticulous record-keeping.
- Cultivate and maintain productive relationships with the management team, providing influential HR processes, advice, and support that align with the company's mission of being a leading firm.
- Track applicant flow for local recruitment efforts, ensuring a consistent and effective hiring process while preparing timely and accurate payrolls, validating worked days, attendance, overtime, and deductions.
- Develop, revise, and maintain job descriptions and specifications in line with Q&B Group's commitment to excellence and improvement.
- Facilitate seamless onboarding, orientation, and coordination with the Learning & Development department to nurture employee growth and development in line with the company's commitment to enhancing the quality of life.
- Coordinate Probationary & Annual Performance evaluations, aligning with the company's focus on continuous improvement and employee development.
- Manage EOBI and employee leave records, ensuring compliance with regulations and employee welfare, reflecting the company's commitment to employees' well-being.
- Administer benefits and compensation, maintaining accurate records in the HRIS database (Softrack), aligning with Q&B Group's dedication to fostering a supportive work environment.
- Develop, implement, and monitor job descriptions for all employees, ensuring alignment with their roles and responsibilities as per the company's objectives.
- Direct and manage all hiring and training procedures for new employees, reflecting Q&B Group's commitment to continuous improvement and talent development.

Team Lead Trainer

Polio Eradication Initiative [14/12/2015 – 31/12/2016]

City: Peshawar

Country: Pakistan

- Communicate and promote the project's objectives within communities, emphasizing the importance of polio eradication.
- Display excellent communication skills and adaptability in engaging diverse communities to convey the project's aims effectively.
- Organize and conduct team trainings to ensure comprehensive understanding and alignment with the project's goals.
- Execute UPAC meetings activities and oversee PCA and LQS procedures to maintain high performance standards.
- Develop and execute a detailed plan for monitoring project activities, ensuring timely target achievements and accurate data collection.
- Conduct field visits to monitor and collect data through observations, interviews, and possible visual documentation.
- Provide regular progress updates through weekly reports and contribute to monthly comprehensive monitoring reports.

- Coordinate seminars, workshops, and training sessions, showcasing strong leadership and organizational skills.
- Create informative training materials such as module summaries, videos, and presentations to facilitate effective learning.

Customer Experience Manager

Mobilink Jazz [15/04/2012 – 25/04/2014]

City: Peshawar

Country: Pakistan

- Monitor and evaluate the performance of 04 franchise service centers and 08 retail outlets known as Mobilink Service Points (MSPs) or key accounts.
- Responsible for the recruitment of Mobilink Service Officers and Representatives, ensuring the team's alignment with the company's goals.
- Supervise a team comprising 1 Mobilink Service Officer (MSO) and 04 Mobilink Service Representatives (MSRs), overseeing their performance and development.
- Drive the team to achieve monthly targets, ensuring consistent performance and goal attainment.
- Implement promotional policies across key accounts through designated officers, contributing to the company's vision of digital transformation.
- Plan and execute kiosk, stall activities, and events in high-traffic areas to enhance sales and brand visibility.
- Conduct regular visits to franchise service centers and MSPs, ensuring adherence to Mobilink's standards and identifying areas for improvement.
- Identify and establish new Mobilink service points in diverse locations, supporting the company's expansion and outreach efforts.
- Enhance the standard of customer care at franchise service centers, focusing on customer retention and profitability through commission-based customer service activities.
- Ensure maximum customer satisfaction and retention at franchise service centers, aligning with the company's commitment to putting Pakistan first.

Founder and CEO Digital Sehat Ghar

National Incubation Centre [25/03/2019 – Current]

City: Peshawar

Country: Pakistan

- Provide mentorship and guidance to the team, fostering a supportive and growth-oriented environment within Digital Sehat Ghar.
- Motivate team members to excel in their roles, encouraging innovation and dedication to the startup's vision.
- Lead the onboarding process for stakeholders, including doctors, health consultants, pharmacists, and other medical practitioners, facilitating their integration into the platform.
- Ensure seamless collaboration and communication among stakeholders to enhance the user experience and service delivery.
- Develop strategic plans and map out expansion strategies for Digital Sehat Ghar, identifying new areas and opportunities for growth and outreach.
- Contribute to the startup's vision of connecting patients nationwide with healthcare professionals at the touch of a button.
- Conduct surveys to gather feedback and insights for continuous improvement, contributing to the enhancement of services and user experience.
- Identify training needs within the team and develop relevant programs to boost skills and capabilities where required.

EDUCATION AND TRAINING

MBA HRM

Abdul Wali Khan University Mardan [13/07/2012 – 21/11/2016]

Address: Mardan KPK KPK Mardan, 23200 Mardan (Pakistan)

Website: <https://awkum.edu.pk/>

Organization Development

Hasho Foundations [13/05/2022 – 13/05/2022]

Address: Islamabad, (Pakistan)

Website: <https://www.hashoogroup.com/>

Digital Skills

KPITB [12/11/2021 – 13/11/2021]

Address: Hayatabad Peshawar, 25000 Peshawar (Pakistan)

Website: <https://kpitb.gov.pk/>

Eco System In Pakistan

PITB [26/06/2021 – 27/06/2021]

Address: Ferozepur Road Lahore, 40050 Lahore (Pakistan)

Website: <https://pitb.gov.pk/>

LANGUAGE SKILLS

Mother tongue(s): **Pashto**

Other language(s): **Urdu** | **English**

DIGITAL SKILLS

Digital Marketing / Interpersonal / MS Office (MS Word, MS Powerpoint, MS Excel, MS) / team leader team player / Social media & social network / Familiar with professional communication standards / Good listener / Good communicator / Sourcing, Recruitment, Screening, Negotiation, Payroll, End to End Recruitment, / HRIS / Employee Engagement / community campaign & outreach organizer / Business reporting / The ability to work under pressure / staff training / Strategic communications and outreach / Business Development & Business Strategies / Performance Analysis / Client Engagements / Entrepreneurship & startups / Good understanding of Investment Strategies / Sales team mentorship / Team development & team building

MANAGEMENT AND LEADERSHIP SKILLS

Trainings and Development Sessions

https://drive.google.com/file/d/1aLPq7ARiMcDgkBG9R-Js4y6Mls1yUETI/view?usp=share_link

My Updated Profile Link:

<https://zahidiqbalportfolio.000webhostapp.com/>

ACCOMPLISHMENTS

Human Resource Management-HR for Peoples Managers Specialization

[08/10/2022 – 13/01/2023]

Link: <https://www.coursera.org/account/accomplishments/specialization/certificate/7PTLBD5RHEB8>

Recruiting, Hiring and onboarding employees

[05/12/2022 – 11/01/2023]

Link: <https://www.coursera.org/account/accomplishments/certificate/HCN55JW4Q47W>

Foundation of Project Management

[14/12/2022 – 10/01/2023]

Link: <https://www.coursera.org/account/accomplishments/certificate/VQ7XYYY9JTEV>
