

MUHAMMAD SANAULLAH SHAH

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PROFILE SUMMARY

Strategic Business Operations Expert | Management Consultant with Over 10+ years of Achievements in Driving Operational Excellence, Business Development, and Team Management | Specialized in Data-Driven Solutions for Process Success | Recruitment/Manpower Specialist | Proficient in B2B Lead Generation & Conversion Optimization | Accomplished Manager of 25+ Major Events and Projects | Experienced in Launching and Scaling Start-ups | Expertise in Customer Services Management | Holds DBA, MBA, and BBA in Business Administration and Human Resource Management from prestigious Institutions | Published Author in Reputable Journals with Teaching Experience.



EXPERIENCE

KASIB Consultants (Pvt) Ltd., Pakistan

May 2024 - June 2024

Consultant Overseas Employment | Middle East Employment Promoter

- Launched and developed a successful recruitment operation focused on the Middle Eastern market, positioning KASIB Consultants as a key player in the industry.
- Recruited and developed a high-quality pipeline of candidates, enhancing the company's ability to meet diverse client needs and strengthen market presence.
- Cultivated and expanded client relationships, leading to business and client retention.
- Implemented strategic recruitment plans and ensured 100% compliance with legal and regulatory requirements, optimizing visa and immigration processes for seamless operations.

Brilliant Minds Events LLC United Arab Emirates, Qatar and KSA.

Dec 2021 - Nov 2023

Operations Manager | Talent Acquisition Management for Luxury Hotels and Mega Events

- Spearheaded the development and implementation of an advanced Quality Management System (QMS) at company, resulting in ISO 9001:2015 Certification and a remarkable 29% increase in company revenue.
- Achieved THE MIDDLE EAST PRESTIGIOUS AWARDS 2023/24 WINNER recognition for exceptional recruitment prowess, driving a substantial 5x surge in recruitment project collaborations.
- Orchestrated seamless cross-border collaboration with 33 team members in UAE, Qatar, and KSA, ensuring synchronized project execution and timely deliverables resulting in a 20% increase in productivity and a 15% reduction in project turnaround time.
- Set and follow company objectives, applied policies, procedures, and ensure the daily, weekly and monthly tasks achieve with excellence.
- Strengthened communication channels and streamlined the task management system, catalyzing in a 25% reduction in project completion time. This enabled seamless coordination among team members and 750+ staff/sub-contractors.
- Recruited, trained and scheduled workforce, oversaw a database of over 5500 employees, enhanced performance evaluation processes, and ensured a 100% improvement in employee effectiveness in their respective assignments, secured a 99% raise in operational precision.
- Revitalized organizational structure and policies by articulating job functions and obligations, yielding a 20% upturn in teamwork joint efficiency.
- Established strategic alliances and partnerships with 47 organizations, culminating in a 30% expansion in collaborative projects and a 65% expansion in the company network.
- Addressed company analytical challenges and opportunities, yielding in a 50% advancement in overall operational efficacy, while securing a 40% growth in client conversion rates through strategic proposal preparation.
- Coordinated and lead diverse projects spanning across the United Arab Emirates (UAE), Qatar, and KSA, contributing to a net profit exceeding \$7.9 million per month.

Hefei Hopu Chongde Information Technology Co., Ltd. China.**Oct 2015 - Jan 2021****Management Consultant | HR Specialist | Business Analyst for Middle East and South Asia**

- Executed pivotal policy, planning, and strategy decisions, generating a substantial 30% improvement in organizational direction and strategic alignment, nurturing impactful outcomes.
- Identified 50+ potential leads, driving initiatives to bring new opportunities for company progression.
- Achieved 100% compliance by filing all legal and regulatory documents, ensuring adherence to laws.
- Designed and integrated organizational structures, recruited staff, defined roles and responsibilities, improved workflow expediency, and boosted clients' revenue by 3x.
- Led inclusive research, gathered and analyzed financial data of multiple organizations, provided a 100% accurate organizational insight. Implemented transparent communication approaches, ensured well-informed decision-making processes.
- Prepared and delivered impactful business proposals and presentations, contributing to a 30% strengthening in client engagement.
- Presented findings and recommendations to clients, triggering in a 20% improvement in operational processes.

School of Management, Hefei University of Technology - Anhui, China.**Graduate Student Instructor | Lecturer****Feb 2016 - Dec 2019**

- Served as a Graduate Student Instructor for undergraduate courses in Strategic Human Resource Management, Strategic Management, OB, HRD, Economics, Accounting, Finance, Management, and Research Methods in Business, providing instruction, facilitating discussions, and grading assignments under the supervision of faculty members.
- Arranged and facilitated academic seminars during Ph.D. studies, fostering intellectual exchange and scholarly discussions within the academic community.
- Developed course materials and aligned curriculum with academic standards.
- Provided mentorship, guidance, and academic support to students.
- Integrated research insights to enhance course relevance and applicability.

Anhui Create (Automobile) Molding Company Limited. China.**Nov 2014 - May 2015****Strategic Business Management Intern | Client Relations Specialist | Project Coordinator**

- Coordinated with global clients, precipitating a 20% progression in potential business opportunities.
- Established planned agreements and partnerships, sustained a 9% market share with leading automobile companies, and maintained a rationalized database for efficient operations.
- Developed business plans and strategies, achieving a 30% enhancement in business goals. Harmonized execution and built long-term relationships with key stakeholders.

Zong China Mobile PAK Limited. Pakistan.**Sep 2012 - July 2013****Customer Experience Specialist | Service Resolution Expert | Telecom Billing Analyst**

- Addressed service-related technical problems, providing comprehensive service information and fostering a 75% enhancement in customer knowledge and satisfaction.
- Maintained a calm and courteous demeanor, enhancing customer understanding by relaying information concisely, culminating in a 2x time reduction in customer queries and complaints.
- Handled escalated customer issues, achieving a 45% reduction in unresolved cases, led cross-departmental process improvements resultant in 15% faster complaint investigations and 25% quicker resolution times, greatly enhanced customer experience.

Ferozsons Laboratories Limited. Pakistan.**Nov 2009 - Aug 2010****Payroll Operations Specialist | Cash Transaction Management**

- Documented cash transactions records for payroll of 200+ employees with 100% guaranteed accuracy.
- Conducted regular audits of payroll data to ensure accuracy and compliance with regulatory standards, leading to a 98% accuracy rate.

LEADERSHIP (Projects & Mage Events)

- Accomplished projects include Formula-1 Events in Abu Dhabi and Doha, The Hotel Show, IDEX, DWC Event, IIFA Awards, Dubai Opera Shows, MOTOGP, ABA Royal Palace FIFA Project, 100 days to FIFA, Riyadh Season, Doha Expo, Al Shaqab Doha Horse Show, and more.

EDUCATION

HEFEI UNIVERSITY OF TECHNOLOGY - ANHUI, CHINA.

Doctor of Business Administration; Major in Human Resource Management

SEP 2015 - MAY 2023

- Dissertation Title: “Research on leadership Styles, Corporate Social Responsibility and Employee Behavior Based on Different Culture”.
- Award: Chinese Government Scholarship for Doctoral Studies ranking among the top 10 scholars.

HEFEI UNIVERSITY OF TECHNOLOGY - ANHUI, CHINA.

Certificate; Major in Chinese Language and Culture

SEP 2014 - JUN 2015

- Test: Chinese Proficiency HSK-4 Test passed from Confucius Institute Beijing, China.
- Award: Chinese Government Culture Scholarship ranking among the top 200 students.

SHANGHAI MARITIME UNIVERSITY - SHANGHAI, CHINA.

Senior Scholar Certificate; Major in Transportation Economics and Management

SEP 2013 - JUN 2014

- Award: A-category Shanghai Municipal Government Scholarship position among the top 3 scholars.

UNIVERSITY OF SCIENCE AND TECHNOLOGY BEIJING - BEIJING, CHINA.

Master of Business Administration; Major in Business Administration

SEP 2010 - JUN 2012

- Thesis Title: “Improvement in employees’ performance through training and development, motivation tools and performance appraisal system in banking sector of Pakistan”.
- Teaching Internship: Completed during MBA program, gaining hands-on experience in delivering lectures, leading discussions, and facilitating student learning under the supervision of experienced faculty members.
- Award: Chinese Government Scholarship for China-Pakistan Distinguished Students Exchange Program.

NORTHERN UNIVERSITY - NOWSHERA, PAKISTAN.

Bachelor of Business Administration; Major in Administration

NOV 2007 - OCT 2009

PUBLICATION

- “The Inter-Relationship between CSR, Inclusive Leadership and Employee Creativity: A Case of the Banking Sector” Sustainability MDPI, Impact Factor: 3.9 Switzerland.
- “Assessing the effect of monetary policy on agricultural growth and food prices”. CAAS Agricultural Economics, Impact Factor: 2.5 Czechia.

RESEARCH PROJECTS

- Research on the Compilation of 2019 Human Resource Management White Paper for Hefei High-tech Industrial Development Zone.
- Research on Dynamic Analysis Method of Company's Strategic Environment and Development Strategy (Contract Imprinted).
- Planning for 2019 Institutional Headcount Management Training Project.
- Research on the High-quality Development Path of Hefei High-tech Zone in the New Economic Environment 2018.
- Management Consulting Services for Anhui Tianxing Pharmaceutical Group Co., Ltd. 2018.
- Research on the Reform Policy of Mixed Ownership of Incremental Power Distribution and Company Formation 2018.

SKILLS

- Skills: Strategic Planning, Project Management, Business Process Improvement, Financial Analysis, Data Analysis, Analytical Skills, IT Competence, Brand Strategy, Talent Management, Interviewing, Hiring, Onboarding, Induction, Progress Reporting, Project Review, Communication Skills, Presentation Skills, Proposal Writing, Technical Writing, Subject Teaching, Customer Relationship Management (CRM), Lead Generation, Business Development, salesforce, Key Performance Indicators, Zoho Recruit, Taleo, MS Office Suite, On Sinch, Kwick OMS, ClickUp, Sales Navigator, SPSS, Smart PLS, AMOS.
- Languages: Fluent in English, Urdu (native), and Conversational Proficiency in Chinese, Hindi, Pushto (Native), and Panjabi (Native).