

Syed Salman Ali

Head of Operations

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Professional Summary

Dynamic business and operations leader with 24+ years of experience across Pakistan, USA, and Canada. Proven track record of scaling operations, driving business transformation, and building high-performing teams. Adept at P&L management, cross-functional leadership, digital innovation, and stakeholder engagement. Canadian citizen with strong expertise in leading multi-site teams, aligning corporate vision with operational execution, and launching enterprise technology products in competitive markets.

Core Competencies

- Country & Regional Operations Management
- P&L Ownership | Budgeting & Cost Control
- Strategic Planning
- Digital Transformation | Agile Execution
- Cross-Functional Team Leadership
- Enterprise Product Lifecycle Oversight
- Regulatory & Compliance Oversight
- Stakeholder Relations

Professional Experience

Head of Operations | CodingKey (Tribe Consulting) | Islamabad | Sep 2023 – Jun 2025

- Directed full-spectrum operations for tech services across Islamabad and Karachi.
- Drove efficiency improvements through strategic resource planning and workflow optimization.
- Oversaw hiring, payroll, appraisals, and incentive programs.
- Served as executive liaison for key clients.
- Resolved high-level team conflicts and improved internal communications and delivery KPIs.

Head of HR & Recruitment | CodingKey (Tribe Consulting) | Islamabad | May 2022 – Sep 2023

- Rebuilt recruitment and retention framework aligned with company growth objectives.
- Spearheaded recruitment tool deployment and trained leadership on its use.
- Partnered with senior management to align workforce planning with long-term goals.

Vice President | InfoMatrix | Jul 2018 – May 2022

- Developed strategic business plans, market expansion roadmaps, and client acquisition strategies.
- Oversaw proposal development and stakeholder presentations for enterprise clients.
- Identified product gaps and led development of new ERP features to address client needs.

Country Head & Director of Operations | OASystems | Islamabad | 2005 – 2017

- Established and scaled Pakistan operations for a North American healthcare market.
- Managed multi-disciplinary teams (IT, HR, Finance) and led product lifecycle of a flagship health ERP.
- Defined company-wide policies and processes, aligning local operations with international compliance standards.
- Reported directly to board on operational KPIs and financial performance.

Brand Manager | BP Industries | Karachi |

- Led brand strategy for consumer products; conducted market research and brand positioning.

Systems Analyst | ePatterns | Karachi |

- Conducted business analysis and software design for academic clients.
- Presented product demos and customized solutions based on client specifications.

Education

MBA – Management Information Systems | IBA Karachi

BE – Engineering | NED University Karachi

Certifications

- Project Management Professional (PMP) – PMI
- Business Strategy – University of Toronto
- Digital Transformation – University of Toronto
- Management Development Program – LUMS

Tools & Skills

Trello, Zoom, Google Meet, Microsoft Teams

Stakeholder Engagement | Leadership | **Passionate Teacher** | Decision-Making | Negotiation