



FAHAD ATHAR

+92-333-5238714 fahad.athar2@gmail.com

linkedin.com/in/fahad-athar/

SKILLS

- Leadership
- Operations Management
- Change Management
- People Management
- Program/Project Management
- Customer Experience
- Digital Transformation

EDUCATION

LUMS 2015 - 2017

- MBA

NUST 2009 - 2013

- BE (Electrical Engineering)

CERTIFICATIONS

- PMP
- IBM Advisory Project Manager
- IBM Mentor
- SAP S4 HANA for Financial Accounting
- SAP S4 HANA for Management Accounting

AWARDS

- Awarded IBM Manager's Choice Award (2018, 2019, 2022)
- Awarded Unilever Top Performance Award (2016)
- Elected President of International Association for Exchange of Students for Technical Experience (2013)

WORK EXPERIENCE

- **Director Business Operations** 2023 - Present
WorldCall Telecom Limited
 - Overseeing end to end company business operations for North region.
 - Led a PKR 500 million revenue division & increased annual revenue growth by 30%.
 - Led country wide sales, network operations, field operations & customer support teams.
 - Designed KPIs, plans, incentives & reporting frameworks for sales, operations & CX teams.
 - Developed & executing WorldCall's 2-year growth strategy.
 - Managed key accounts ensuring customer satisfaction & recurring business.
 - Oversaw contract negotiations, ensuring mutually beneficial agreements & long-term partnerships.
 - Implemented CRM tools & processes to track sales performance & optimize customer engagement.
- **Director Global PMO Operations** 2022 - 2023
Zones LLC
 - Led a portfolio of \$40 million in annual projects.
 - Owner of P&L, People Management and Development for 120+ resources strong department.
 - Increased YoY PMO revenue by 20% with 30% margin.
 - Reduced project costs by 10% by optimizing resource allocation & scope management strategies.
 - Spearheaded implementation of Agile methodologies, reducing delivery timelines by 10%.
 - Defined & implemented governance frameworks, templates, & project management standards.
 - Developed & tracked project KPIs, ensuring alignment with organizational objectives.
 - Partnered with C-suite executives to prioritize & align projects with strategic goals.
 - Introduced a training & mentoring culture for project managers, improving delivery capabilities.
- **Project Management Consultant for Digital Transformation** 2017 - 2022
IBM
 - Promoted to PM role as an additional responsibility along with SAP functional consulting.
 - Delivered 3 full cycle SAP S/4 HANA implementations as PM worth \$2 million successfully.
 - Led teams of 15+ cross functional consultants & developers.
 - Established a PMO center of excellence for Islamabad office.
 - Established governance frameworks & ensured adherence to SAP Activate methodology.
 - Monitored projects scope, budget, timeline, & deliverables to meet organizational goals.
 - Directed data migration, system integration, & UAT processes.
 - Identified risks & implemented mitigation strategies to ensure project success.
 - Provided pre-sales support for signings worth more than \$15 million.
- **SAP Functional Consultant (Finance, Controlling, Project Systems)** 2017 - 2022
IBM
 - Completed 5 end to end greenfield and brownfield SAP implementations.
 - Led requirement gathering & gap analysis for SAP Finance, Controlling & Project System modules.
 - Authored Business Blueprint Documents, process flows, functional specs & system requirements.
 - Designed & configured SAP solutions, ensuring alignment with business processes.
 - Led data migration from legacy systems using LSMW and BODS.
 - Integrated SAP with third-party systems through middleware tool SAP PI/PO.
 - Migrated from ECC 6.0 to S/4HANA, managing a team of 10 consultants.
 - Led unit testing, integration testing, & user acceptance testing (UAT) for all configured solutions.
 - Improved system performance by implementing HANA-specific features.
 - Trained 50+ employees on the new platform, achieving 90% satisfaction rate.