

Muhammed Ali

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SUMMARY

Certified Human Resource Manager - CHRM currently working as HR Manager at HBCS UAE, I leverage my technical background and HR expertise to drive human resources strategies and ensure operational excellence. With a Bachelor's degree in Computer Science from The University of Lahore, I have a unique perspective on the intersection of technology and HR. My key responsibilities include leading the recruitment process for technical roles, overseeing day-to-day HR operations, managing payroll processes, and developing company policies. I am passionate about creating a positive work environment and aligning HR practices with organizational goals. I also have experience as a Quality Assurance Manager at Ziscomm Pvt. Ltd, where I led a team of QA professionals and implemented efficiency-focused processes. I am always eager to connect and explore potential collaborations in the field of quality assurance or HR.

EXPERIENCE

HBCS UAE, Human Resources Manager

Aug 2025 - Present

As the Head of the HR Department, I lead end-to-end human resource operations, ensuring alignment of people strategy with business growth objectives. My role focuses on driving organizational efficiency, building strong technical teams, and maintaining a high-performance culture.

- Spearheaded technical hiring for IT and engineering roles, ensuring top talent acquisition to support large-scale digital platforms.
- Managed payroll, compensation, and benefits administration, ensuring accuracy, compliance, and employee satisfaction.
- Developed and implemented HR policies and procedures in line with Pakistan labor laws and international best practices.
- Oversaw all HR operations including recruitment, onboarding, employee relations, performance management, and compliance.
- Partnered with leadership to design workforce strategies, training programs, and succession planning.
- Built and led a high-performing HR team, fostering collaboration and continuous improvement.
- Acted as a trusted advisor to management on employee engagement, organizational development, and policy implementation.

Adcelerate360°, Human Resources & Admin Manager

Jan 2025 - Aug 2025

As the HR & Admin Manager at Adcelerate360°, I lead and manage all human resource and administrative functions for a dynamic, fast-paced digital marketing agency. My role bridges talent acquisition, policy implementation, employee experience, and office administration, ensuring operational excellence across departments.

- Leading the end-to-end recruitment process for technical roles, including sourcing, screening, interviewing, and onboarding top-tier talent.
- Overseeing daily HR operations to ensure compliance, process efficiency, and alignment with company objectives.
- Managing accurate and timely payroll processing, ensuring compliance with applicable laws and fostering employee satisfaction.
- Designing and implementing HR policies and procedures that support a positive and productive work environment.
- Handling employee relations matters, promoting a collaborative and inclusive workplace culture.
- Partnering with leadership to align HR strategies with business goals and drive organizational growth.
- Implementing and maintaining HR systems to improve data accuracy, reporting, and operational workflows.
- Coordinating performance reviews and feedback cycles to support employee development and retention.
- Managing office administration including procurement of equipment, supplies, and vendor coordination.
- Maintaining and reconciling petty cash and ensuring smooth day-to-day facility operations.
- Overseeing IT and workstation setups for new hires and ensuring availability of essential resources.

Ziscomm.com, Assistant Manager HR & Administration

Jul 2022 - Sep 2024

As an Assistant Manager – HR & Admin, I supported core human resource functions while also handling critical administrative responsibilities. My role focused on recruitment, employee engagement, compliance, and ensuring smooth daily operations across departments.

- Assisted in the end-to-end recruitment and selection process, including job postings, resume screening, and initial interviews.
- Supported the development and implementation of HR policies, procedures, employee handbooks, and performance management systems.
- Ensured compliance with labor laws and regulatory requirements related to HR and employee relations.
- Conducted new hire orientation and onboarding to facilitate smooth integration into the organization.
- Maintained accurate and updated employee records, databases, and documentation.
- Coordinated employee compensation, benefits administration, payroll processing, and insurance matters.

- Managed employee relations, provided guidance, and supported conflict resolution where necessary.
- Oversaw administrative functions such as office supply management, facility maintenance, and vendor coordination.
- Prepared HR and admin-related reports and analyses for management review.
- Provided ongoing support to the Manager HR & Admin on various departmental functions and strategic initiatives.

*Ziscomm.com, **Quality Assurance Manager***

Jul 2022 - Sep 2024

As the Quality Assurance Manager at Ziscomm Pvt. Ltd., I was responsible for driving quality initiatives across the organization while leading a team of QA professionals. My focus was on maintaining high standards, ensuring efficient testing workflows, and aligning QA efforts with company objectives.

- Led a team of QA professionals, ensuring high performance, productivity, and quality standards.
- Strategically assigned QA tasks to team members based on strengths, timelines, and project requirements.
- Oversaw the full quality assurance process, from test planning to execution, reporting, and improvement tracking.
- Provided actionable QA reports and insights to internal stakeholders for better decision-making.
- Managed communication and coordination with external vendors and partners to maintain quality benchmarks.
- Implemented industry best practices and process improvements focused on operational efficiency and product quality.
- Stayed current with QA trends, tools, and standards to ensure continuous innovation in testing procedures.
- Promoted a strong quality-driven culture in alignment with Ziscomm's vision for excellence.

*Pixel BPO & Telecommunications, **Senior Executive Human Resources***

Aug 2019 - Jul 2022

In this hybrid, part-time role, I supported the organization's HR operations with a strong emphasis on recruitment and employee lifecycle management. As my responsibilities expanded, I contributed to policy development and collaborated closely with department heads to meet evolving talent needs.

- Managed overall HR functions with a focus on both technical and non-technical recruitment.
- Conducted bulk hiring drives for sales and customer support departments.
- Initially joined in a hybrid, part-time capacity primarily focused on recruitment activities.
- Handled end-to-end onboarding processes, including maintaining detailed onboarding documentation and employee records.
- Managed offboarding formalities and created structured exit records and feedback documentation.
- Developed and implemented HR policies as the role expanded, contributing to improved organizational structure and operational clarity.
- Collaborated with department heads to align hiring strategies with evolving business needs.
- Ensured smooth integration of new hires and facilitated exit procedures.

*Mobilink Bank, **Officer Agent Onboarding***

Mar 2021 - Jun 2022

As a Data Operations Officer in the JazzCash department, I played a key role in managing the onboarding and operational setup of retailer accounts. My responsibilities spanned account creation, role assignment, and ensuring accurate data handling in line with internal standards and regulatory compliance.

- Managed the end-to-end onboarding process of JazzCash retailer accounts within the Data Operations team.
- Responsible for creating new retailer accounts, verifying required data, and ensuring timely activation.
- Created and configured operator profiles under each retailer account as per business structure and access level requirements.
- Assigned appropriate roles and access levels to accounts in compliance with internal guidelines.
- Maintained accurate onboarding records and ensured data integrity across all systems.
- Coordinated with internal departments to resolve onboarding discrepancies and support field agents.
- Ensured adherence to SOPs, regulatory standards, and data privacy protocols during all onboarding activities.
- Contributed to process improvement initiatives aimed at enhancing efficiency and reducing turnaround time.
- Supported daily reporting, account validation, and reconciliation tasks for smooth operational flow.

*ibex. Pakistan, **Operations Team Lead***

Oct 2019 - Mar 2021

As the Operations Team Lead for the UNICEF-supported 1166 Health Helpline, I was responsible for managing a frontline team delivering essential health support services. My role focused on team performance, coordination with stakeholders, and ensuring consistent service quality and compliance.

- Led and managed a team of 14 agents under the UNICEF 1166 health helpline initiative.
- Supervised daily operational workflows to ensure timely and efficient public health support.
- Maintained strong coordination with internal departments and UNICEF representatives.
- Prepared and submitted daily, weekly, and monthly operational reports for both UNICEF and internal stakeholders.
- Monitored and assured service quality standards, implementing continuous performance improvement strategies.
- Ensured compliance with UNICEF communication protocols, SOPs, and data protection policies.
- Provided performance coaching, feedback, and training to enhance team effectiveness.
- Supported real-time problem-solving and escalations during high-pressure operational scenarios.

EDUCATION

The University of Lahore

*Bachelor's degree • **Computer Science** • Mar 2015 - Mar 2019*

Punjab College

***Pre engineering** • 2011 - 2013*

LICENSES & CERTIFICATIONS

Certified Human Resource Manager

CHRM •

SKILLS

Operations Management • Reporting & Analysis • Team Leadership