

Khursheed Zaman

Innovative | Analytical | Change Agent

Establishing and leading high-performance teams. Optimization of existing systems and processes for increased output & efficiency. Analytical decision-making. Customer-focused. Planning, Leading, and Managing Change. Driving continuous improvement.

Over 20 years of professional experience with US clients in areas of Operations Management, Enterprise Systems, Business Strategy, Project Management, Software Development, Automation, Systems Integration, Value chain support, HR, and Admin.

- Achievements**
 - 2 Operational Excellence Awards USA, RCCI Company of the year 2016.
- Operations**
 - Successfully headed Operations for leading US IT fulfillment VARs serving **Fortune 500** companies, Banks, US states, and local clients. Over **100,000 orders/yr** with over **\$700M** in revenue.
 - Established new office, departments, SLAs, led hiring and training for outsourced business.
 - Headed company pre/post-acquisition transition. Headed company **HR department**
 - Overseeing day-to-day operations for **core operations departments** with over 200 employees.
 - Implementation & Testing of numerous SAP updates
- Development**
 - Successfully completed software development projects (**KONAMI US, UNDP**)
 - Conceptualization, planning, development of several startup projects (homegrocer.pk, overclock.pk, interlearners.com, schoolyogi.com..)
- Project Mgt.**
 - Company-wide MS SharePoint 2013 implementation.
 - Development of SAP web-based front-end SD module (aka RING).
 - Part of large-scale project bidding phases (**PPO, MRP**).
- Leverage**
 - Empowered employees to work as a well-knit unit across multiple locales.
- Human Capital**
 - Development of performance metrics and evaluation systems.
 - Succession Planning and Coaching. Outdoor team trainings.

— Roles —

Managing Director	Kinetika IT	Nov2017-till date
Director of Operations	PCM	Feb2016-Jul2017
Sr. Operations Manager	En Pointe Technologies	Dec2002-Jan2016
Project Manager	Paradigm Technologies	Jul1999 -Nov2002

— Technical Skills —

SAP (ERP) ● ASP, C, PHP, Python, MySQL ● MS Project ● Adv Excel ● MS BI

— Professional Training & Education—

Lahore University of Management Sciences	Master of Business Administration
Al-Khair University	Master of Computer Science
Punjab University	Bachelor of Science