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## PROFESSIONAL SUMMARY

*Vision-driven Human Resources Leader with over 15 years of strategic HR business partnering, talent acquisition, and change management success for leading multinational organizations.*

### Core Competencies

People & Culture

Fintech

Employee Engagement

Talent Acquisition

Problem Solver

Performance Management

Professional Certification

Leadership Development

## PROFESSIONAL EXPERIENCE

**i2c Inc.**, Lahore, **Pakistan**, May 2016 to Present  
**Assistant Vice President Human Resources**

i2c inc. is a leading global payment processor and home of MCP, the most feature-rich, flexible and scalable platform on which to build and manage payment programs. With the head office in the USA and regional offices in Pakistan, Canada, and UAE. Headcount 2500+ ( <https://www.i2cinc.com/> )

Reporting to CEO based in USA. Member of the Executive Committee.

- Human Resource Business Partner, Talent Acquisition, HR Operations, Data Analytics, and the Learning & Development teams. Team size 35+.
- Direct strategy for hiring over 500 professionals annually, 80% technical (IT, Development, AI, Data Science, Java etc.) by exploring new opportunities and deep data analysis of historical hiring and performance trends.
- Improved employee satisfaction level from 70% to 94% within 2 years
- Maintain 90%+ employee satisfaction rating 5<sup>th</sup> year running.
- Reduced time to hire by 50% within 1<sup>st</sup> year using IBM SPSS Statistical Software analyzing correlation and causal relationships.
- Continuously strategizing and ensuring under 10% voluntary attrition for 4 years.
- Reduced hiring expenses in 2019 by Rs. 5 million PKR by training and managing talent team effectively.
- Successfully led the project of KPK Government to test e-voting machines while training staff in a live environment.

**Raaziq International Pvt Ltd.**, Lahore, **Pakistan**, July 2012 to May 2016  
**Group Head of Human Resources** (Senior Manager)

One of the largest Supply Chain Management Companies in Pakistan. The Raaziq Group consists of diverse companies dealing in the End-to-end logistics, Information technology, Hospitality, Food & Beverage and Real Estate. With the head office in Lahore and regional offices spread over Pakistan, Afghanistan and the UAE. Headcount 4000+. ( <https://www.raaziq.com/> )

Reported to Group Chairman.

- Developed and led a team of 45 professionals in HR, internal fraud management, and rapid response teams.
- Streamlined the group organization procedures into a centralized HR function based on policies and span of controls to increase productivity by more than 70% within 8 months.
- Recuperated over 10 million PKR within 2 years using strong strategic thinking and problem-solving skills.
- Hired candidates at all levels for the group. Industries included F&B, Real Estate, Logistics, IT / Software and Hospitality.
- Directed the project from US Aid and Philips for distribution of LED lights across Pakistan including recruitment, training, and compliance of on-ground resources.

### **Previous Experience**

**KSB Pumps Company Pvt Ltd, Lahore, Pakistan, August 2010 to July 2012 | Manager Human Resources (Head of HR – Pakistan)**

**TRG – The Resource Group (Now IBEX), Lahore, Pakistan, June 2007 to August 2010 | Manager Human Resources**

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## **EDUCATION AND CREDENTIALS**

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**MPhil, Human Resources, 2023; National College of Business Administration and Economics, Lahore, Pakistan [CGPA 3.90 / 4.00] Top of Class**

**Master of Business Administration (E.MBA) in Management, 2011; University of Central Punjab, Lahore, Pakistan [CGPA 3.16 / 4.00]**

**Certified Human Resource Professional (CHRP), 2009; PIQC, Lahore, Pakistan. Top of Class**

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## **PUBLISHED WORKS**

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- <https://scholar.google.com/citations?user=9DuLSl0AAAAJ&hl=en&oi=ao>
- <http://khurramrana.com/>

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## **ADDITIONAL INFORMATION**

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**Languages:** English, Urdu, Punjabi

**Technical Proficiencies:** Excel, SPSS, Oracle Fusion HCM, Halogen & CATS.