

MUHAMMAD ZIA UL HAQ

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AREAS OF EXPERTISE

People Management | Performance Management | Data Analysis with Excel
Data Visualization with Power BI, Tableau | Lean & Automation | Continuous Improvement
Employee Engagement | Data Gathering & Interpretation | Project Management | Change Management

CERTIFICATIONS & TRAININGS

- Certified Lean Facilitator
- Certified Change Management Analyst
- Business Analytics with Excel
- Business Analysis & Process Management
- Power BI Certification (Continued)
- Google Data Analytics: Foundations
- Certificate in Hotel Management
- Foundations of Project Management

PROFESSIONAL EXPERIENCE

S&P GLOBAL – Islamabad, PK

Assistant Manager

August 2020 – Present

- Pioneered the establishment of Transcripts department; recruited 200+ candidates resulting in 50% productivity increase.
- Elevated client experience resulting in 25% increase in adoption rates and 95% satisfaction.
- Collaborations with technical teams on User Acceptance Testing resulting in 30% reduction in operational bottlenecks and 25% increase in job integrity.
- Managed 130+ analysts across different workflows and exceeded client satisfaction scores by 15%. Surpassed SLAs & KPIs and addressed operational challenges and ensuring streamlined processes.
- Ensured transparent communication, provided detailed reports to senior management and stakeholders. Informed decision-making with insights on client sentiment, activity trends, and growth opportunities.
- Excelled globally, collaborating across international sites. Supervised diverse projects, achieving 40% process efficiency increase through lean initiatives and automation implementations.

S&P GLOBAL – Islamabad, PK

Lead Data Analyst

November 2016 – July 2020

- Launched a skills development program, resulting in 80% early promotions for participants.
- Identified trends, patterns, and opportunities for enhanced business performance.
- Analyzed data and created valuable insights, guiding strategic decisions and revenue growth forecasts.
- Implemented Smart Sourcing and comprehensive training, yielding a 30% increase in team productivity.
- Facilitated the production of accurate transcripts with up to 99% accuracy, elevating client satisfaction and loyalty.
- Employed continuous process improvement procedures resulting in 20% increase in efficiency and 10% reduction in transcription errors.
- Optimized transcriptions workflow, reducing waste and turnaround time by 30% through end-to-end Lean projects.

S&P GLOBAL – Islamabad, PK**Data Analyst****June 2013 – October 2016**

- Conducted in-depth data analysis using reports, search tools, and press releases, yielding accurate insights for strategic decisions.
- Investigated discrepancies in tracked data and recommended effective correction methods, enhancing data accuracy and integrity by 99%.
- Leveraged process optimization skills to introduce a robust data validation process, yielding a remarkable 25% boost in data accuracy.
- Achieved the prestigious 'Employee of the Year' award by surpassing performance goals and driving a 25% increase in revenue through targeted marketing campaigns.

Additional Experience**BAHRIA UNIVERSITY – Islamabad, PK****Student Advisor****February 2012 – May 2013****TOUCHSTONE COMMUNICATIONS – Islamabad, PK****Customer Service Representative****November 2010 – January 2012**

PROJECTS & VOLUNTEER WORK

Flood Relief Efforts

Directed distribution activities, participated in rescue operations, and demonstrated exceptional teamwork and versatility in high-stress environments; played a key role in supporting communities with supplies, support, and evacuation during crises.

Treasurer at ParentsNet (PRG)

Controlled budget requests, oversaw vendor payments, and maintained budgets. Generated detailed financial reports for strategic decisions, ensuring transparency and alignment with organizational values.

Certified Lean Facilitator

Implemented Lean principles to drive continuous improvement; administered Kaizen events to streamline processes. Trained cross-functional teams on Lean methodologies, resulting in a 25% reduction in defects and a 10% increase in on-time delivery performance.

Lead, S&P Engagement Committee

Spearheaded the Organization's Engagement Committee, driving initiatives to foster a collaborative work environment, resulting in a 20% increase in employee cohesion and a 25% reduction in turnover.

EDUCATION

BAHRIA UNIVERSITY – Islamabad, PK**Bachelor of Science, Geophysics****November 2010**