

Shahid Khan Afridi

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Subject Matter Expert in facility management, supply chain, logistics management, administrative affairs, banking and operations with over 9 years of professional experience. Performance-driven, proven strategist with a track record of leading complex improvement initiatives and experienced in converting every opportunity into success with positive leadership, practical knowledge of risk management and regulatory compliance matters.

EXPERIENCE

Citibank N.A. Pakistan

Karachi, Pakistan

Country Manager Pakistan Business Travel Shared Services

04/2017 - Present

Facility Management and Human Resource Operations:

- Direct facilities management operations, capital improvements, and maintenance of Citi Pakistan franchise. Risk assessment & ensuring safety in collaboration with external security service providers.
- Build a strong partnership with internal & external customers through regular and consistent professional communication, problem solving, and relationship building.
- Report any known accidents, observed or suspected violations of company policy, safety hazards or any unusual occurrence. Ensure improvement at the final mile based on training in the fields, and SOP compliance.
- Effectively manage critical issues – zero-target for controllable incidents and/or missed services caused by 3rd part vendors, employees & missed preventive maintenance work by addressing, escalating to the relevant chain of stakeholders to be pro-active in future for such incidents.
- Coordinator for Continuity of Business (CoB) in the event of unforeseen disruption.
- Act as a subject matter expert on real estate and lease management system.
- Maintain the national escalation tracker for the Citi helpdesk in order to provide up-to-date contact information for an emergency /after-hours circumstances.
- Manage payroll financial and accounting processes for all contractual staff of Citi Pakistan so that payroll and benefit reporting activities are accurate, timely, funded properly, cost-effective, and business and employee sensitive, also work as a Human Resources support.

Procurement & Vendor Management:

- Formulate and orchestrate the procurement strategy in the annual budget of \$1.2 million.
- Address deviations in SLAs & invoices, reviewing metrics at EMEA level to ensure targets are met.
- Founded the first formal processes for strategic sourcing, including RFP and negotiation guidelines.
- Automated the Record Inventory System eliminating inconsequential tasks for Citi record's management.
- Launched program “Procure to Pay” that automatically rejects invoice duplication, screens for human Error, and provides monthly outlay on each supplier.

Logistic and Pool Fleet Management:

- Drives strategic reviews & analysis with 3PL teams to understand capacity & financial opportunities.
- Drive continuous improvement and cost reducing innovation while ensuring a high level service quality.
- Automated log maintenance by synchronizing GPS data of the entire fleet of Citi Pakistan with a software that tallies mileage against fuel card expense.

- Coordinated disposal of Citi owned vehicles, generating a record profit of \$360,000 in the year 2018.
- Initiated optimization of Fleet Management, which yielded annual savings of \$159,000.

Business & Travel Management:

- Track and report monthly T&E spend and savings data to senior leadership via SAP and Concur.
- Collaborate on RFPs and contracts for airline, car rental, hotel and travel agency services.
- Reduced hotel expenditures by 40%, or \$92,000, for 2018 by effectively negotiating contracts.

BankIslami Pakistan Limited

Karachi, Pakistan

Branch Manager

12/2015 - 04/2017

- Augmented branch revenue with deposit & investment balance growth to \$70 million from \$10,000 within 10 months.
- Processed initiatives to improve retention rate of customers elevating satisfaction scores to over 97%.
- Analyzed MIS for critical decisions & maintained deposit portfolio ensuring regulatory compliance.
- Handled customer queries, account opening activities & assisted clients with foreign exchange transactions.
- Cultivated retail and consumer financial products including current, savings, term accounts, wealth management investment products & Bancassurance alongside corporate & asset management accounts.

United Bank Limited

Karachi, Pakistan

Relationship Manager

03/2014 - 12/2015

- Regulated key accounts and maintained effective business relationship with corporate and individual clients providing customized financial solutions in compliance with protocols of State Bank of Pakistan.
- Fostered partnerships with Bank's different lines of business to grow portfolio.
- Liaised with marketing & product development teams and formalized innovative products & services through staff training, campaigning, and delivery of launch targets.
- Continuously recognized as top performer since the very 1st month across UBL Pakistan as Priority Relationship Manager.
- Officiated as Branch Manager for three quarters, securing top ranking in all three-performance scorecards.

Dubai Islamic Bank

Karachi, Pakistan

Relationship Manager

03/2011 - 03/2014

- Exceeded deposits & cross sales in the history of Dubai Islamic Bank, Pakistan from \$50,000 to \$1.2 million surpassing the target of \$150,000 for three years.
- Effectively managed portfolio of \$9 million, \$100,000 in auto & home financing, generated \$10,000 of bank insurance, & \$7,000 monthly revenue for trade operations.
- Identified & developed new business opportunities while managing existing client relationships.
- Devised & implemented financial plans for corporate segment & individuals, provided value added services in tax, investment, securities, insurance, pension & real estate segments, evaluated clients' assets, liabilities, cash flow, insurance coverage, tax status, & financial objectives.

EDUCATION

Institute of Business Management (IoBM)

Karachi, Pakistan

Master of Business Administration (Finance)

2019

Bachelor of Science (Accounting & Finance)

2011