



## Contact

Riyadh, KSA

+966 53 903 8545

[noman.al.kh@gmail.com](mailto:noman.al.kh@gmail.com)

## Top Skills

Strategic Planning  
Operational Streamlining  
Strategic Alliances  
Technology Integration  
Blended Learning

Project Management  
Stakeholder Engagement  
HR Strategy Alignment  
Program Development  
LMS

Business Analysis  
Process Optimization  
Organizational Strategy  
Collaborative Innovation  
Growth Initiatives

# Noman A.K.

Strategic Planning/Change Initiatives/Organizational Excellence/ Administration  
Talent Development/Competencies Framework & Alignment / GCC / 15 yrs

## Summary of Achievements

- 1- It's been fascinating to have traveled over 40 countries and worked with over 100 nationalities.
- 2- Successfully led project and delivered over 90% success figures, at a huge USA-based international CX organization with over 8000 workforce, where I re-launched their Academy, through cross functional collaboration, entire strategy planning, competencies aligned program framework & skills assessment framework development, and resources planning and on-boarding.
- 3- Collaborated the planning, development and effective implementation of ROI based excellence strategy for one of the larger real estate asset management organizations in UAE, with a focus on goals achievement, organizational growth, processes streamlining & human capital.
- 4- While working for the largest airline in the world, I received numerous management acknowledgments for going beyond to achieve customer delight, where I also contributed in developing a multicultural team through facilitation, mentoring, motivation & performance management.

## Work Experience

### AIMS

#### Consultant (Open Contract)

Riyadh, Saudi Arabia

September 2022 - Present (2 months)

- Organizational Excellence & Operational Effectiveness
- Growth Strategy implementation and Business Alliances
- Brand Positioning, Corporate Identity and Product Enhancement

### Ibex

#### Project Lead

USA/Pakistan

2020 - 2022 (2 years)

- Successfully Led the Learning Academy Project of a USA based international organization, while rolling out a "World Class UPSKILL Training Program" with over 90% success rate.
- Led stakeholders management. Hired and transformed trainers into inspirational facilitators.
- Collaborated to design a Global Skills Assessment Framework.

### Rao Holdings

#### Organizational Excellence Manager

Dubai, United Arab Emirates

2014 - 2019 (5 years)

- Acted as a bridge between management, HR, sales and operations to identify organizational goals, performance gaps, operational needs, opportunities and threats.
- Contributed towards the development and implementation of an integrated growth strategy.
- Led periodic reviews, coaching, feedback & goal setting sessions to amplify progress.

## Top Skills

Senior Stakeholder  
Management  
Fit/Gap Analysis  
Competency Framework  
Design  
Engagement Management  
Impact Assessment

Global Cross-Functional  
Team Leadership  
Competency Management  
Coaching & Mentoring  
Performance Management  
Customer Experience

## Languages

English (native/bilingual)  
Urdu (native/bilingual)  
Hindi (B2)  
Arabic (A2/B1)

## Education

- Harvard Business School  
Harvard Manage Mentor®  
- Karachi University  
MBA Management

### Texture Holding Talent Development Manager

Dubai, United Arab Emirates

2009 - 2013 (4 years)

- On-boarded stakeholders and developed a fit-for-purpose talent development strategy for the entire organization and deployed interventions, whilst optimizing incurred costs.
- Contributed in designing competencies framework to enhance & manage performance.
- Led the development of learning resources, program design.
- Partnered with the HR team to recommend and develop employee engagement initiatives.

### Emirates In-flight Service Performance Manager

Dubai, United Arab Emirates

2000 - 2008 (8 years)

- Successfully delivered an award winning customer experience, while leading a multicultural in-flight service team.
- Managed and enhanced performance against defined KPIs using competency based scoring system, coaching, mentoring and goal setting (SMART plan).
- Effectively managed customer incidents, and resolved matters in a professional manner.

### Training/Facilitation

- Actively contributed in developing a world class international workforce, while delivering the following but not limited to: leadership, soft skills and role specific training through classroom, mock ups, E-Learning, blended learning modules and on-job training.
- Leading & motivating teams
- Handling difficult customers
- Providing & receiving feedback
- F&B Service: food safety (hygiene/storage), food presentation techniques, silver service, bar service, on demand dining service.
- Grooming, appearance, service etiquette, positive body language.