

# Nayyara Panchoo, MBA FCMI

Bristol, UK

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## Professional Profile

A visionary and tactical HR professional with cross-functional exposure across all core HR disciplines. A skilled strategist, who works closely with the business to deliver HR solutions and projects that support accelerated business growth. Exhibits strong leadership traits for managing performance and employee relations issues. An articulate communicator who can fluently speak the language of both people and business, blending commercial acumen with interpersonal skills to streamline HR processes while promoting strong employee engagement. Seeking challenging senior level assignments.

- International and national (UK) HR experience
- Multi-lingual including English; French
- Strong Commercial acumen
- Regional, multi-location roles
- Business development and support
- Start-up and change-management exposure

## Career Summary

**University of Law**                      **Student - Graduate Diploma in Law**                      **Current**

Undergoing a conversion course in Law with a view to enhance my legal knowledge

**Jetex Flight Support**                      **HR Director**                      **2017**

*Executive and Private Aviation business headquartered in Dubai, with operations in over 10 countries. Reporting directly to the CEO, responsible for strategic aspect of HR including Quality and CSR.*

- Establishing HR strategy for the next 5 years to align with the company strategy
- Reviewing current practices to be in line with best practices on an international level
- Developing a Learning Academy for the Company to develop internal capabilities to ensure sustainable growth
- Managing multiple start up projects in Europe and Asia

**Qatar Airways**                      **Regional HR Manager GCC, Levant and Indian Subcontinent**                      **2012-2017**

*One of the fastest-growing airlines with more than 30,000 employees in more than 100 Countries. Based at Head Office, reported directly to Senior HR Manager, responsible for the delivery of a full range of HR services to senior regional commercial managers.*

- Senior HR business Partner for the regional commercial (GCC, Levant & ISC) teams with a total annual revenue exceeding USD 1.5 billion
- Managing cross cultural teams with 16 direct reports and responsibility for HR operations in seventeen countries, with forty four separate locations
- Managing day to day HR operations and implementing people processes for the welfare of employees while ensuring optimum utilisation of available resources to accomplish organisational goals

### Key Achievements

- Established the HR resources for new stations in Iraq, Saudi Arabia, Pakistan and India.
- Implemented best practice pay review process region wide; promoting equal pay policies
- Developed and implemented a talent management programme supporting senior management in identifying and planning talent pipeline
- Project managed a number of corporate HR initiatives providing test beds for the organisation
- Independently involved in high level investigations in conjunction with corporate legal and security teams

**BMMI, Bahrain**                      **Corporate HR Manager**                      **2009 - 2012**

*Multi-national logistics and facilities management company located across the Middle East, Africa and Asia. Reported to the CEO and Group Board, managing a team of eleven reports across international operations for organisation re-alignment, performance management and organisational effectiveness.*

- Managed all HR strategic operations across the Group throughout the Middle East, Asia and Africa. Developed and implemented strategic reviews to realign the HR framework to meet Corporate and local needs for each operation

### Key Achievements

- Pioneered efforts for successful transformation of the HR strategy and framework within BMMI in Bahrain, Asia and Africa and transitioned HR to become more business-centric
- Streamlined the HR operation and disparate systems by overseeing the successful implementation of HR Oracle System
- Significantly contributed to strategic planning and forecasts across BMMI's African operations through personally initiating and rolling out monthly HR reporting across payroll, recruitment, HR and training for the Group CEO and Senior Management team

## Career Summary cont.

- Played a pivotal role in planning and implementing BMMI's recruitment strategies, cutting redundancies and significantly reducing recruitment costs through a project-based recruitment strategy
- Led a trial for an HR helpdesk system for rendering personalised HR services internationally which was then implemented as part of a company-wide Contact Centre

### Ireko Holdings, Mauritius

#### Assistant Vice President, HR and Recruitment

2008 – 2009

*Part of British American Investment Ltd, a group of eight companies providing turnkey solutions within the construction industry with a turnover of Circa USD 60 million and over one thousand five hundred staff. Reported directly to the CEO.*

#### Key Achievements

- Strategically planned the setup of HR operations of the eight subsidiaries with key objective to have fully functional teams to manage the subsidiaries
- Planned and implemented HR and training strategies and rolling out new HR departments across the Group's eight companies including all relevant local HR processes and framework
- Oversaw due diligence and selection of new HR software which significantly improved operational efficiency and reduced HR administration costs
- Made effective contributions in recruitment, induction and deployment of senior management staff members and regularly monitored their performance levels to ensure highest efficiency levels
- Oversaw due diligence and selection process and consequently led the successful implementation of new streamlined HR software to improve processes across the group of 8 companies
- Structured and implemented need based process modifications to assist management in achieving objectives
- Proactively sought process improvement and innovation by identifying pain areas and assisting in formulating long and short term plans for associates

### Tower Group, Bristol, UK

#### Group Human Resources Manager

2005 – 2008

*Group of two community retail pharmacy companies with more than ten branches located throughout the South West.*

Reported to CEO of the Group and led a team of five, successfully managed the implementation of a new HR function within the Group

#### Key Achievements

- Directed and managed the successful implementation of a new HR function that ensured all Primary Care Trust (PCT) regulations, pharmacy law and UK employment law were adhered to across group systems and procedures to address these three crucial areas
- Introduced a new HR framework and strategy whilst securing buy-in from CEO and senior management for implementation
- Played a key role in the development of an effective succession plan for individual retail operations while planning the company-wide training and managing HR budgets
- Provided consultancy to health service providers, independent pharmacy chains and local PCTs in UK
- Strategically introduced a new HR function for group of independent community pharmacies, implemented new contracts of employment for all staff as well as formal HR policies, procedures and structures

## Previous Employment

- Business Development Consultant, Tower Group, Bristol (2003 – 2005)

## Education and Qualifications

- MBA, Bristol Business School, UK (2004)
- MSc, International Management, University of Exeter, UK (2001)
- BA (Hons), English and History, University of Mauritius, Mauritius (2000)

## Professional Development

- Driving Performance through Talent Management, Harvard Business School, USA (2013)
- Fellow of the Chartered Management Institute (FCMI), UK (2011)