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PROFILE SUMMARY

- **Human Resources Professional** with over **16 years** of diverse experience in **strategic HR leadership**, spanning India and the UAE, including 5-year tenure with the reputed **Saeed & Mohammed Al Naboodah Group**.
- A data-driven decision-maker with deep proficiency in **HR Analytics & Insights**, consistently delivering actionable dashboards, workforce trend reports, and executive presentations to support top-level strategic planning.
- **Led enterprise-wide Learning & Development (L&D) initiatives**, aligning learning strategies with organizational priorities to build future-ready capabilities and drive sustained talent development.
- Strategic in designing and executing **People Strategy**, including talent acquisition, succession planning, and employee engagement programs that foster a resilient and future-ready workforce.
- Adept in **Organizational Development**, change management, and policy transformation-translating HR vision into scalable frameworks and initiatives that support cultural alignment and business continuity.
- Demonstrated expertise in **Performance Management**; led the institutionalization of **PIPs, quarterly appraisal cycles, and KPI-based evaluations** that significantly improved accountability, productivity, and workforce alignment.
- Championed **process improvements and SOP enhancements** across core HR functions by re-engineering workflows, streamlining documentation, and aligning procedures with best practices and compliance standards.
- Spearheaded HR digitization & transformation projects by successful implementation of multiple HRIS/HRMS platforms (**PeopleSoft, PeopleStrong, Zoho, Beehive, Orange HRM, Epicor**), enabling operational efficiency & seamless employee experience.
- **Trusted HR business partner** with a collaborative mindset, strong communication skills, and a passion for driving continuous improvement, sustainability, and leadership development across functions and geographies.



CORE COMPETENCIES

Performance Management | KPI Frameworks | Learning & Development Strategy | Change Management | HR Project Leadership
Organizational Development | Workforce Planning | People Strategy | Employee Engagement | Analytics & Workforce Insights | HRIS
Digitalization | Succession Planning | Talent Management | Policy Design & SOP Enhancement | Culture Building



CERTIFICATIONS

- Train the Trainer - ILM (Institute of Leadership & Mgmt.)
- Performance & KPI Management - Spearhead Training Group.
- Data Visualizing Using Power BI - Edoxi Training Institute.



TECHNICAL SKILLS

- HRIS, HRMS (PeopleSoft, Zoho, PeopleStrong, Beehive HRMS, Orange HRM, & Epicor)
- Advanced Data Analysis and Reporting Tools for HR Metrics
- Performance Management Systems & KPI Development
- MS Office (majorly MS PowerPoint)



NOTABLE ACCOMPLISHMENTS

- Spearheaded **redesigned the organization's Performance Management System**, introducing quarterly reviews and KPI-based evaluations; improved performance-tracking efficiency and enhanced goal alignment across various departments.
- Independently **conducted training needs analysis** and regularly presented attrition data to leadership through advanced HR dashboards and analytics reports-enhancing visibility into workforce trends, training effectiveness, and productivity, while significantly reducing data retrieval time and enabling faster decision-making
- Spearheaded **L&D transformation, conducted TNA-based training programs**, increased in post-training productivity and an improvement in internal promotion readiness.
- Designed employee retention initiatives as part of the **People Strategy roadmap**, reduced attrition. Strengthened succession planning processes, reduced critical role vacancies & ensured leadership continuity during business expansion.
- Led Organizational Development initiatives including **SOP redesign and cultural realignment programs**, which improved cross-functional collaboration metrics and enhanced employee satisfaction scores.

WORK EXPERIENCE

Dec'2019 to May'2025 : HR Generalist Business Partner at Saeed & Mohammed Al Naboodah Group, UAE

- Led the **end-to-end Performance Management cycle**, including KPI rollout, dashboards, and **Performance Improvement Plans (PIPs)** to boost accountability and productivity.
- Owned **HR Analytics and leadership reporting**, developing MIS and dashboards to track attrition, performance, learning ROI, and engagement for data-driven decisions.
- Strategically partnered with business leaders to align **People Strategy with organizational goals**, contributing to **workforce planning, policy development**, and succession pipeline design.
- Spearheaded **Organizational Development and HR digitization** initiatives such as **SOP redesign, Epicor ERP optimization**, and automation to enhance compliance and employee experience.
- Conducted **TNA/TNI analysis**, enabled **targeted learning interventions** & supported performance excellence during business transformation.
- Led the **L&D charter**, launching capability-building programs that boosted engagement, retention, and performance.
- Supported **talent acquisition & organizational design**, ensured alignment with strategic workforce plans and maintained updated role documentation and job descriptions.
- Reviewed and developed **HR policies and process flows**, ensuring adherence to compliance, governance, and market best practices.
- Maintained **confidential and accurate employee records** on HRMS, ensuring secure and compliant data handling.
- Oversaw seamless **HR operations and project execution**, focusing on efficiency, stakeholder experience, and operational alignment.
- Contributed to the **Sustainability Team**, integrating eco-conscious HR practices that supported the company's **ESG performance**.
- Implemented system-based **training effectiveness tracking**, fostering a culture of **continuous learning**.
- Rolled out **employee engagement and R&R programs**, improving satisfaction scores and strengthening workplace culture.
- Effectively managed **employee grievances and conflicts**, reducing formal complaints and improving trust.

Mar'2019 to Sep'2019: Manager – HR – EasyGov (Reliance Industries), India

- Drafted and refined **HR policies and procedures**, ensuring alignment with legal and procedural compliance.
- Designed and executed HR initiatives aligned with business goals, improving **talent acquisition**, retention, and productivity.
- Managed the **full recruitment lifecycle – from job descriptions and job postings to interviews and hiring support**.
- Led a **high-performing HR team**, providing strategic guidance, mentoring, and promoting a culture of collaboration and excellence.
- Implemented a robust **performance management framework**, integrating KPI-driven goal setting, evaluations, and development plans, resulting in enhanced productivity and accountability.
- **Initiated and rolled out the Performance Improvement Plan (PIP)** to support underperforming, driving performance turnarounds and reducing attrition.
- Conducted **training needs assessment** and delivering targeted workshops and learning programs to build organizational capability.
- Handled **employee relations**, resolving complex grievances and fostering a positive work culture.
- **Implemented targeted employee engagement initiatives** that boosted employee satisfaction scores and improved retention rates.
- Presented **data-driven HR analytics** to senior leadership, enabling informed and strategic decision-making.

Mar'2017 – Sep'2018 : Assistant Manager – ACL Mobile Ltd., India

- Managed **end-to-end recruitment and onboarding**, enhancing candidate experience and reducing time-to-fill.
- Spearheaded **training and development programs** through detailed **need assessment** and curriculum design.
- Ensured **seamless employee separation processes** while maintaining compliance and fostering positive exit experiences.
- Provided leadership to **collaborative HR team**, promoting high performance and accountability.
- Partnered with **cross-functional stakeholders** to drive successful rollout & adoption of key HR initiatives and projects.
- **Ensured integrity & accuracy of HRIS data** generated real-time reports that supported strategic decision-making.
- **Led the implementation of Zoho HRMS**, automating HR workflows and significantly improving process efficiency & data accuracy.
- **Deployed performance management systems** and delivered coaching, driving measurable gains in productivity and engagement.
- Managed employee relations, addressing grievance and ensuring timely and effective resolution.

May'2015 to Feb'2017: Assistant Manager HR – Kiozen Technologies Ltd., India

- Developed and executed **forward-thinking HR strategies**, strengthening organizational culture and employee engagement.
- Led **end-to-end recruitment**, improving hiring timelines and new hire experience.
- Resolved **employee grievances and conflicts** promoting a harmonious work culture and reducing attrition.
- Drafted and updated **HR policies** per evolving regulations and industry practices, ensuring compliance and risk mitigation.
- Oversaw **employee exits**, ensuring compliance and smooth transitions.
- Mentored and coached HR team members, building a **high-performing department**.
- **Tracked and analyzed HR metrics** to identify workforce trends, providing insights that drove strategic talent and engagement initiatives.
- Drove **employee wellness and engagement programs**, enhancing satisfaction and inclusion.
- **Spearheaded the implementation of Orange HRMS**, automating core HR functions; increased operational efficiency.
- **Implemented KPI based performance systems** boosting individual and team performance.

Sep'2014 to Feb'2015: HRIS Consultant – HCL Services Ltd., India

- Collaborated with **cross-functional HR teams to translate business needs into functional specifications**, configuring PeopleSoft HR modules to align with strategic HR goals and operational processes.
- Led the **successful implementation and configuration of PeopleSoft HR modules** across recruitment, performance management, and talent development, ensuring seamless system integration.
- Analyzed HR workflows to identify **gaps, streamline operations, and enhance efficiency, compliance, and employee experience**.
- Delivered **comprehensive end-user training and ongoing support**, enabling HR teams to fully leverage HRIS capabilities for effective data management and automation.
- Oversaw **system enhancements and change implementations** by working closely with technical teams, resolving issues, and continuously optimizing system performance.
- **Created clear and user-friendly functional documentation**, including process maps and user manuals, ensuring smooth system adoption and operational consistency.
- **Partnered with HR leadership** to deliver real-time reports and analytics, empowering data-driven decision-making in talent management and performance strategy.
- **Supported key HR projects** including HRIS upgrades, data migrations, and automation initiatives—ensuring system scalability and alignment with evolving HR requirements.
- **Provided post-implementation support and system troubleshooting**, maintaining optimal HRIS functionality and user satisfaction.
- Advised HR leadership on **HRIS capabilities and best practices**, serving as HR Business Partner for Dena Bank during HRIS implementation.

Dec'2007 – May'2014: Human Resources Consultant – Steria Ltd., India

- **Co-developed performance management systems** aligned with organizational objectives, contributing to holistic HR strategies across talent acquisition, engagement, and learning.
- Conducted thorough **training needs assessments and designed customized learning programs** and materials, enhancing employee capabilities and job readiness.
- **Conducted employee briefings and provided career transition guidance** for displaced staff, ensuring clarity and support during organizational changes.
- Prepared detailed reports on attendance, skills mapping, data completeness, and leave trends to support workforce planning.
- Managed onboarding processes, including orientation and induction, to ensure a smooth and engaging new hire experience.
- **Built HR dashboards and generated actionable insights through data analysis**, enabling leadership to track KPIs and make informed decisions to optimize HR practices.
- **Promoted a positive work environment by proactively resolving employee grievances**, mediating conflicts, and leading engagement initiatives to strengthen workplace culture.
- Handled the HR ticketing system, ensuring accurate categorization and timely assignment of tickets to the relevant technical or functional teams for resolution.
- **Implemented effective recruitment strategies**—from drafting job descriptions to candidate sourcing, interviewing, and final selection—resulting in timely and quality hires.



EDUCATION

- MBA/PGDHRM, Symbiosis Centre for Distance Learning (SCDL)
- Bachelor of Commerce, Delhi University
- Diploma in Aviation and Hospitality - Air Hostess Academy
- Intermediate Graduate - Queen Mary's School



PERSONAL DETAILS

Date of Birth: 14th March 1984

Languages Known: English, Hindi & Urdu