

KAREN S. ALLAWALA

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EXECUTIVE SUMMARY

Entrepreneurial thought leader with extensive global experience devising and deploying sophisticated learning and development strategies within diverse environments. Certified MBTI specialist and expert in consulting individuals on how people gather and organize information, perceive situations, and come to conclusions on where they would thrive best in any environment to nurture their personal growth. Socially conscious owner of highly successful people consultancy firm that trained 8,000+ executives in innovative leadership practices. Specialized in enhancing early educational experiences in children with long line of philanthropic work teaching English to third-world orphans.

AREAS OF EXPERTISE

Certified MBTI Specialist • Learning & Development • People Consultancy • Executive Coaching
Leadership Pipeline Development • Mentoring • Presentations, Communications & Business Writing
Human Resources Optimization • Strategic Planning • Team Building • Conflict Resolution • Cultural Profiling

PROFESSIONAL EXPERIENCE

LEAD TRAINER, COACH, CEO, 1990 – 2014

Gulfstone Training, Karachi, Pakistan

- Executed ground-up development of professional training firm delivering customized, leading-edge business solutions to major corporations and non-profits across the world
- Devised and deployed innovative training content across multiple channels and methodologies
- Interfaced with executives to encourage critical thinking, positive collaboration and issue resolution effectiveness in difficult situations
- Architected base of clientele spanning multinational pharmaceuticals, telecommunication and energy companies, as well as international financial institutions

Key Engagements & Achievements

- **Eli Lilly (Southeast Asia)**
 - Collaborated closely with healthcare executives to develop physicians through weekend workshops
 - Constructively coached physicians on relationship building techniques
 - Modified workshops for large-scale institutions, including largest hospital in Karachi, Pakistan
- **Habib Bank, Ltd.**
 - Co-trained 1,000+ senior executives after banks privatized within country-wide initiative, “Cultural Transformation for Success”
 - Coached executives through definition of existing bank culture, identification of all pertinent industry changes, and alignment with appropriate organizational model
- **UFONE**
 - Handpicked to co-develop and co-disseminate enterprise-wide trainings to revolutionize service to 15 million subscribers after parent company acquisition
 - Integrated high-engagement activities to achieve primary objective of improving coordination, communication and teamwork between back-office functions and customer-facing teams
 - U-FONE management observed clear signs of improvement from all 800+ participating employees
- **Wateen Telecom**
 - Developed and delivered comprehensive training to 500 core employees, strengthening seven core skills connected to communications and relationships during each week-long program
 - Program ended with 400% increase in KPIs related to internal customer satisfaction levels
- **Mobilink Telecommunications**
 - Hired to train 4,500 employees within successful Egyptian telecommunications conglomerate with 30 million customer subscriber base
 - Worked closely with senior HR and operations teams to develop and deliver 40 workshops companywide with an average rating of 92%

PROFESSIONAL EXPERIENCE (CONTINUED)

Gulfstone Training, Karachi, Pakistan (Continued)

Key Engagements & Achievements

▪ **Academy for Educational Development**

- Selected as member of core trainers identified by U.S. Agency for International Development (USAID) to be trained under the faculty of National Training Laboratories (NTL) and University Associates (UA) as a process consultant, trainer and facilitator
- Organized programs in Diagnosing Organizational Performance (DOP), Consulting Skills, and Foundation Training of Trainers (FTOT)

▪ **NIB Bank**

- Trained senior employees within Singapore government-owned subsidiary of Temasek Holdings
- Delivered specialized coaching on persuasion skills, managing upwards, proposal, business letters and memo writing, handling customer complaints, internal correspondence, and process improvements
- More than 80% of participants received promotion within 6 months after graduating from this course

▪ **Pakistan Center for Philanthropy**

- Co-trained and supported coordination of retreat for nonprofit's Board of Directors drawn from top leadership in government, education, private sector and social sector
- Facilitated collaborative measurement of organizational effectiveness and delivered concrete measures to ensure sustainable operations for successfully organizing and channeling philanthropy in Pakistan

EDUCATION & CERTIFICATIONS

MBTI Certification, 2014

CARTUS Cross-Cultural Training, 2013

Double Major, Special Education & Elementary Teaching, Wayne State University

COMMUNITY

VOLUNTEER TEACHER

Dawood, Habib Girls Orphanage, Karachi, Pakistan

Mentored and tutored 60 Urdu-speaking youth in learning to read, write and speak English. Brought in new working alternatives (Montessori Programs) to advance students' self-sufficiency. Consulting interventions resulted in more than 70% of these girls going to school, graduating and landing jobs of their choice.

COMMITTEE MEMBER

Pathways Early Learning

Developed and served on academic committee positioning 200+ children for future growth.

BOARD MEMBER

Rotary Club of Karachi

First woman to serve on board.