CURRICULUM VITAE

Dr. Arshad Zaheer

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OBJECTIVE

I place myself at infancy but modest stage of achievement in education and research work which leaves me to cover long distance in years to come.

EDUCATION

Ph.D Management Sciences

Thesis Title: *Analyzing Business Processes: Proposing and Testing a Model of Employee and Organizational Performance*

Foundation University Institute of Management and Computer Sciences Islamabad.
CGPA: *3.79/4.0*

M.Sc. Engineering Management

University of Engineering and Technology, Taxila in collaboration with Centre of Advanced Studies in Engineering (CASE). Accredited as M.Phil (18-year of Schooling) by Higher Education Commission.
2005. ***CGPA:*** **3.5/4.0**

MS E-Commerce

School of Business and Commerce, Islamabad affiliated with Preston University.

2002.

MBA

University of Arid Agriculture Rawalpindi.

1999. ***CGPA: 3.7/4.0***

Diploma-Computer Applications

Allama Iqbal Open University, Islamabad.

1998.

Reviewer of International Journals

- International Journal of Global Business and Management Research (GBMR), which is indexed under Gale and Ebsco
- World Applied Science Journal, indexed under Doaj and Copernicus

Ph.D/M.Phil Supervisor/External Reviewer

Serving as Ph.D/M.Phil Supervisor/External Reviewer in

- Muhammad Ali Jinnah University
- Iqra University
- Federal Urdu University
- Foundation University
- Air University
- National University of Modern Languages (NUML)
- University of Arid Agriculture Rawalpindi
- Army Public College of Management Sciences (APCOMS)

Publications

JOURNALS

- Nadia Iqbal, Waheed Akbar Bhatti, **Arshad zaheer** (2013). Corporate ethical values , group creativity, job commitment and performance: the effect of work response on work context. *Management and Marketing Challenges for the Knowledge* Society, Vol. 8, No. 1, 79-94.
- Ali Iftikhar Choudhary, Syed Azeem Akhtar, **Arshad Zaheer** (2012). Impact of Transformational and Servant Leadership on Organizational Performance: A Comparative Analysis. *Journal of Business Ethics*. SSCI ISI Impact Factor: 0.963 Available online at: http://www.springer.com/home?SGWID=0-0-1003-0-0&aqId=2386040&download=1&checkval=4652598f87e2a511ad7e8ace12e10e65

- Zafar_Ul_Haq, Muhammad Shahid Khan, Fawad Aslam, **Arshad Zaheer** (2012). Impact of HR practices, empowerment and organizational culture on retention and performance of organization. Actual Problems of Economics, Vol. 2, No. 4, 373-379. ISI Social Science Citation Indexed Journal. Impact Factor: 0.003

- Shahzad Zeb, **Arshad Zaheer**, Asad Afzal Haymoun (2012). Organizational Culture: the breeding ground for achieving competitive advantage in the business environment of the 21st century. Actual Problems of Economics, Vol. 2, No. 4, 276-280. ISI Social Science Citation Indexed Journal. Impact Factor: 0.003

- Sana Akbar Khan, Salman Ali Qureshi, **Arshad Zaheer** (2012). Environmental forces and IS strategic alignment model: an empirical study of service industry in Pakistan. Actual Problems of Economics, Vol. 2, No. 4, 266-275. . ISI Social Science Citation Indexed Journal. Impact Factor: 0.003

- Sana Akbar Khan, Salman Ali Qureshi, **Arshad Zaheer** (2012). Extending the IS strategic alignment model: a study from the perspective of service industries. Actual

Problems of Economics, Vol. 2, No. 4, 252-258. . ISI Social Science Citation Indexed Journal. Impact Factor: 0.003

- Imran Mir, & **Arshad Zaheer** (2012). Verification of social impact theory claims in social media context. Journal of Internet Banking and Commerce, Vol. 17, No. 1, 1-15.

- Adil Sheraz, **Arshad Zaheer**, Kashif-ur-Rehman, & Muhammad Nadeem (2012). Enhancing employee performance through ethical leadership, transformational leadership and organizational culture in development sector of Pakistan. African Journal of Business Management, Vol. 6, No. 4, 1244-1251.

- Adil Sohail, M. Suleman Sabir and **Arshad Zaheer** (2011). Link between product innovation and non-technological organization performance. Asian Journal of Business Management, Vol. 3, No. 4(4), 287-293.

- Waheed Akbar Bhatti, Sidra Waris, **Arshad Zaheer**, & Kashif -Ur-Rehman (2011). The effect of commitment and motivation on human talent and its contribution to organizational performance. Management & Marketing Challenges for the Knowledge Society, Vol. 6, No. 3, 471-482.

- Muhammad Adnan Sial, Rabia Imran, **Arshad Zaheer** (2011). Job related stress and Role Performance: an empirical evidence from Call Centers of Pakistan. International Journal of Academic Research, Vol. 3, No. 5, 459-463. ISI Social Science Citation Indexed Journal.

- Rana Jimshaid Asghar, Abdul Qayyum, **Arshad Zaheer**, Asif Mughal, Sumaira Khalid (2011). Implementation of HR Practices in University Teachers of Pakistan. *Information Management and Business Review*, Vol. 3, No. 3, 148-157.

- Naveed Iqbal Chaudhry, **Arshad Zaheer**, Kashif ur Rehman, Syed Raza Ali & Zeeshan Akbar (2011). Antecedents and consequences of subjective disconfirmation in e-service. *African Journal of Business Management*, Vol. 5, No. 10, 3902-3912. ISI Social Science Citation Indexed Journal. Impact Factor: 1.105

- Waheed Akbar Bhatti, **Arshad Zaheer** & Kashif ur Rehman (2011). The effect of knowledge management practices on organizational performance: A conceptual study. *African Journal of Business Management*, Vol. 5, No. 7, 2847-2853. ISI Social Science Citation Indexed Journal. Impact Factor: 1.105

- Umara Noreen, Rabia Imran, **Arshad Zaheer** & M. Iqbal Saif (2011). Impact of Microfinance on Poverty: A Case of Pakistan. *World Applied Sciences Journal*, Vol. 12, No. 6, 877-883. ISI Social Science Citation Indexed Journal.

- Muhammad Adnan Sial, Syed Mukhtar Ahmed Jilani, Rabia Imran, **Arshad Zaheer** (2011). Effect of human resource practices on organizational commitment in Pakistani universities. *World Applied Sciences Journal*, Vol. 15, No. 6, 793-798. ISI Social Science Citation Indexed Journal.

- Zafar, M., Rehman, S., **Zaheer, A.** & Rehman, K. (2010). Impact of online service quality on customer satisfaction in banking sector of Pakistan. *African Journal of Business Management*. ISI Social Science Citation Indexed Journal. Impact Factor: 1.105

- Fatima, A., Imran, R., **Zaheer, A.** (2010). Emotional intelligence and job satisfaction: mediated by transformational leadership. *World Applied Sciences Journal*, Vol. 10, No. 6, 612-620. ISI Social Science Citation Indexed Journal.
- Zaidee, M. A., **Zaheer, A.**, & Saif, M. I. (2010). The Effect of Workgroup Heterogeneity on Decision Making: An Empirical Investigation. *African Journal of Business Management*, Vol. 4, No. 10, 2132-2139. ISI Social Science Citation Indexed Journal. Impact Factor: 1.105
- Malik, M. A., **Zaheer, A**., & Ahmad, M. (2010). Developing and testing a model of burnout at work and turnover intentions among doctors in Pakistan. *International Journal of Business and Management*, Vol. 5, No. 10, 234-247.

- Ishaq, M., Iqbal, M. Z., & **Zaheer, A**. (2009). Effectiveness of performance appraisal: its outcomes and detriments in Pakistani organizations. *European Journal of Social Sciences*, Vol. 10, No. 3, pp. 479-485.

- Ejaz, S. K., Ejaz, S. A., Rehman, K., & **Zaheer, A.** (2009). Evaluating effective leadership qualities of management in day-to-day work of banking sector in Pakistan. *International Journal of Management and Marketing Research*, Vol. 2, No. 2, pp. 103-111. (Best Paper Award)

- **Zaheer, A**., Rehman, K., & Ahmad, A. (2006). Organizational culture assessment of small and medium sized enterprises". *Lahore Journal of Eco*nomics, Vol. 11, No. 2, pp. 155-167.

- **Zaheer, A**., Mushtaq, K., & Ishaq, M. (2008). Reengineering the procurement process in a public sector organization: a case study". *International Bulletin of Business Administration*, Vol. 3, pp. 30-43.

- **Zaheer, A**., Rehman, K., & Saif. M. A. (2008). Development and testing of a business process efficiency scale. *European Journal of Social Sciences*, Vol. 7, No. 2, pp. 179-188.

- **Zaheer, A**., Rehman, K., & Khan, M. A. (2009). Development and testing a business process orientation model to improve employee and organizational performance. *African Journal of Business Management*, Vol. 4, No. 2, pp. 149-161. ISI Social Science Citation Indexed Journal. Impact Factor: 1.105

BOOKS/MONOGRAPHS

- **Arshad Zaheer**, & Kashif Ur Rehman (2012). Performance Improvement through Business Processes: Developing and testing a model of employee and organizational performance through business processes. LAP Lambert Academic Publishing, Germany.

- Ali Choudhary, Azeem Akhtar, & **Arshad Zaheer** (2013). Social Capital: A Group Performance Evaluation. LAP Lambert Academic Publishing, Germany.

- Azeem Akhtar, Ali Choudhary, & **Arshad Zaheer** (2013). Transforming Leadership-Value consideration of transformational leadership: A conceptual framework of self-sacrifice. LAP Lambert Academic Publishing, Germany.

ARTICLES IN EDITED BOOKS

- **Zaheer, A**., Ahmad, A., & Rehman, K. (2007). Perspectives on business and management. In C.C. Aktan & S. Balta (Eds.), *Color preference of consumers across gender: an empirical investigation* (pp. 25-34). Izmir, Turkey: Yasar University.

- Ejaz, S. A., Ejaz, S. K., **Zaheer, A.**, & Saif, M. A. (2007). Perspectives on business and management. In C.C. Aktan & S. Balta (Eds.), *Role of leader in achieving sustainable competitive advantage for SME-educational institutions of Pakistan* (pp. 315-326). Izmir, Turkey: Yasar University.

CONFERENCES

- Sajjad, M., Saif, M. I., & **Zaheer, A.** (2008, June 23-26). Cargo cults, information technology for decision making activities. Proceedings of the *European Applied Business Research Conference,* Clute Institute for Academic Research, Salzburg, Austria. (Best Paper Award)

- Zaidi, S. M. A., Saif, M. I., & **Zaheer, A.** (2008, June 23-26). Analyzing dominant leadership style prevalence in small and medium enterprises in Pakistan. Proceedings of the *European Applied Business Research Conference*, Clute Institute for Academic Research, Salzburg, Austria. (Best Paper Award)

- Syed Mazhar Abbas Zaidi, Muhammad Iqbal Saif, & **Arshad Zaheer** (2008, June 13-15). Corporate Social Responsibility in Arena of Globalization, Priorities /Expectations of Consumers About Social and Ethical Issues from MNEs in Pakistan. Books of extended abstracts, *Yeditepe International Research Conference on Business Strategie,* Yeditepe University, Istanbul, Turkey.

- **Zaheer, A**.., Ahmad, A., Khan, M. A., & Naqvi, S. A. A. (2007, January 16-18). The integration of technology in education: IT education practices in Islamabad/Rawalpindi". Proceedings of the *National Conference on Professional Development of Teachers at Higher Education in Pakistan*, Higher Education Commission, Islamabad, Pakistan.

- Qadus, S. A., Ahmad, A., & **Zaheer, A.** (2006, September 13-14). Customer perception of service quality in the banking sector of Pakistan. Proceedings of the *International Conference on Services Industry: Challenges and Opportunities,* Waljat Colleges of Applied Sciences, Mascat, Oman.

- **Zaheer, A**., Shabbir, S., & Khan, M. A. (2006, June 15-18). The impact of news on Karachi stock exchange. Proceedings of the *International Conference on Management, Finance and Economics*, Yasar University, Izmir, Turkey.
- **Zaheer, A**., Safwan, N., & Saif, M. A. (2006, September 14-15). Print advertisement creativity and its influence on telecom service users in Pakistan. Proceedings of the *International Research Conference on Management for Growth and Development*, University of Colombo, Srilanka.
- **Zaheer, A**., Khan, M. A., & Safwan, N. (2006, September 14-15). Promotion and prevention in consumer decision making. Proceedings of the *International Research Conference on Management for Growth and Development*, University of Colombo, Srilanka.

WORKSHOPS

- Arranged training for teachers as Resource Person in 'Workshop on Research Methodology' (October 7-9, 2011). Federal Urdu University of Arts, Science & Technology in collaboration with Learning Innovation Division Higher Education Commission.

  http://pakobserver.net/detailnews.asp?id=118506
- Resource Person in 3 Days Workshop on Integrated Approach to Business Research (April 17-19, 2013). Asian Society of Management and Marketing Research in collaboration with Pakistan Planning and Management Institute, Planning Commission, Government of Pakistan

ADMINISTRATIVE EXPERIENCE

- Thirteen years' experience as Senior Administrative Officer in esteemed public sector organization
- Two Years experience as Manager in Shad Enterprises, Blue Area, Islamabad

TEACHING EXPERIENCE

University:	**Iqra University, Islamabad, Pakistan**
Capacity:	Visiting Faculty/Assistant Professor
Tenure:	2009-2012
Classes taught:	MS/Ph.D
Subjects taught:	Seminar on advance topics in E-marketing
	Seminar on advance topics in marketing
	Managerial Policy

	Strategic Human Resource Management
	Operations Management
	Ethics in Corporate Society
	Prospective in Entrepreneurship
	Integrated Marketing Communications

University:	**Foundation University, Rawalpindi, Pakistan**
Capacity:	Visiting Faculty/Assistant Professor
Tenure:	2008-2011
Classes taught:	MS/Ph.D, MBA, BBA
Subjects taught:	Business Research Methods
	Marketing Research
	Quantitative Techniques
	Statistical Inference
	Productions Operation Management
	Operations Research

University:	**Federal Urdu University of Arts, Science and Technology, Islamabad, Pakistan**
Capacity:	Visiting Faculty/Assistant Professor
Tenure:	2007 to date
Classes taught:	MS, MBA, BBA
Subjects taught:	Business Research Methods
	Statistical Inference
	Productions Operation Management
	Project Management
	Entrepreneurship
	WTO
	Marketing Management
	Marketing
	Management
	Qualitative Research

	Corporate Governance
	Strategic Human Resource Development

University:	**Muhammad Ali Jinnah University, Islamabad, Pakistan**
Capacity:	Visiting Faculty/Assistant Professor
Tenure:	2009
Classes taught:	MBA
Subjects taught:	Business Statistics
	Project Management

University:	**COMSATS Institute of Science and Technology, Wah Cantt, Pakistan**
Capacity:	Visiting Faculty/Assistant Professor
Tenure:	2009
Classes taught:	MBA, BBA
Subjects taught:	Compensation Management
	Strategic Management

University:	**Pir Mehr Ali Shah, University of Arid Agriculture, Rawalpindi, Pakistan**
Capacity:	Visiting Faculty/Assistant Professor
Tenure:	2010
Classes taught:	MBA
Subjects taught:	Contemporary Issues in Management
	Contemporary Issues in HRM

University:	**University of Lahore, Islamabad, Pakistan**
Capacity:	Visiting Faculty/Assistant Professor
Tenure:	2010-2011
Classes taught:	MBA
Subjects taught:	HRM

University:	**Women Institute of Science and Humanity (WISH), Islamabad, Pakistan**
Capacity:	Visiting Faculty/Assistant Professor
Tenure:	2008-2010
Classes taught:	MBA, BBA
Subjects taught:	Business Research Methods

	Business Ethics
	MIS

University:	**Allama Iqbal Open University, Islamabad, Pakistan**
Capacity:	Visiting Faculty/Assistant Professor
Tenure:	2002 to date
Classes taught:	MS, MBA, BBA
Subjects taught:	Advance Research Methods
	Business Research Methods
	Business Policy and Strategy
	TQM
	Project Management
	Management
	Marketing
	Compensation Management
	HRM
	Strategic Human Resource Development

University:	**AIR University, Islamabad, Pakistan**
Capacity:	Visiting Faculty/Associate Professor
Tenure:	2010 to date
Classes taught:	MS/M.Phil
Subjects taught:	Corporate Ethics
	Leadership and Motivation Skills
	Contemporary Issues in Management
	Advance Research Methods

University:	**RIPHAH International University, Rawalpindi, Pakistan**
Capacity:	Visiting Faculty/Assistant Professor
Tenure:	2011
Classes taught:	MS/M.Phil
Subjects taught:	Strategic Management

University:	**Army Public College of Management and Sciences (APCOMS)**
Capacity:	Permanent Faculty Member/Associate Professor

Tenure:	2012 to date (Friday and Saturday)
Classes taught:	MS/M.Phil
Subjects taught:	Business Process Reengineering
	Corporate Governance

University:	**International Islamic University**
Capacity:	Visiting Faculty/Assistant Professor
Tenure:	2012
Classes taught:	MS/M.Phil
Subjects taught:	Leading People and Organization

INTERNSHIP & TRAINING

PIDE Training course on "Gender Discrimination and Project Planning"

STA Office Procedure and Practices under Step Down Training Program (SDTP) by Secretariat Training Institute, Establishment Division, Government of Pakistan.

PTA One year training at Pakistan Telecommunication Authority as "Internee" concerning financial aspects in telecommunication region.

CASE Training and Special Assignment on Business Process Reengineering.

BROAD AREAS OF INTEREST

- Business Process Reengineering
- Business Process Management
- Business Research
- Operations Management and Research
- Statistical Inference
- Project Management
- Strategic Management
- Business Policy and Strategy
- Management Theory and Practice
- Human Resource Management
- Strategic Marketing

Research Software Expertise

- SPSS
- AMOS
- VPLS

Personal Profile

Father's Name	:	Zaheer Ahmad
Date of Birth	:	March 12, 1975
Religion	:	Islam
Nationality	:	Pakistan
Domicile	:	Islamabad
NIC #	:	61101-6065132-3

References

Dr. Hummayoun Naeem, HOD, Foundation University Islamabad.
E-mail: drmisaif@hotmail.com
Dr. Kashif-ur-Rehman Professor, Iqra University Islamabad.

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