



Muhammad Behzad Khan

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Objective:

To build and grow my career with a high profile organization which provide me challenging and dynamic working environment and allow growing both professionally and as an individual

Qualification:

B.A from University of Karachi. (In Process)

I Com from Govt. Premier College.

Matriculation from Royal Academy.

Experience:

Sybrid (A Lakson Group of Companies)
Team Lead - Operations

Dec 2019 to Current

- Create an inspiring team environment with an open communication culture
- Set clear team goals
- Delegate tasks and set deadlines
- Oversee day-to-day operation
- Monitor team performance and report on metrics
- Motivate team members
- Discover training needs and provide coaching
- Listen to team members' feedback and resolve any issues or conflicts
- Recognize high performance and reward accomplishments

Provided assistance in Process Flow Improvements.
Maintained Schedule for the Department.
Maintained Manned Minutes MIS, Transaction Mistakes on MIS, System checks MIS.
Call Backs to VVIP Customers upon their complaints.

Brandz Management LLC
Sales Executive

2014 to 2016

To visit corporate client & offering the products of the company.
To maintain the records of the corporate customer.
Offer the customers as per their requirements.
Generate sales for the company.
Follow up with the clients.

BURJBANK LIMITED
Phone Banking Department

Aug 2012 to 2014

Providing customers with personal information related to their credit cards and bank.
Answering products and promotions queries of the customers.
Forwarding maintenance request of customer to related department and following-up with concern department for the same.
Activation and deactivation of debit and credit cards.
Looking out for possible fraudulent activities and taking appropriate measures to cover the risk.
Also worked as a trainer Phone banking.

ASPIRE (PVT.) LTD.
Tele Sales Representative.

July 2011 to 2012

To attend the inbound and outbound calls of the customer
Pitch them about the company products. To generate the sales for the company

Languages: English, Urdu, Punjabi, Hindi

Personal Information: Father Name: Muhammad Laiq Khan
N.I.C# : 42101-4829653-5
Nationality: Pakistani (Karachi, Pakistan)
Date of Birth: May 12th, 1993

Reference: Can be furnished upon request.