

Mirza Muhammad Rehan Khalid

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Career Objective

Being a business student of a well-known institution seeking a growing position in a reputable organization where I could add my knowledge and skills for the better productivity of the organization.

Computer Skills

Programming languages: C

Operating System: Windows Vista and 2007.

Office Tools: MS Excel, MS Visio, MS Powerpoint, and MS-Word.

Editing Tools: Adobe Photoshop (CS6)

Qualification

- Masters in Business Administration (MBA) – Iqra University-Main Campus. (Ongoing)
- Bachelor of Computer Science (BS.Cs) - Sir Syed University of Engineering & Technology. (2016)
- Pre-Engineering (F.Sc) - Chiniot Islamia College (2012).
- Matric – Computer Science – Karachi Public School (2010).

Project Undertaken

Title: Vaccination Hub

Programming Background: Android Studio, PHP Cake.

Details: A medical application developed to provide vaccination information that is to be injected for life-saving.

Professional Experience

• Ibex - Foodpanda PK

Fraud Team – Operations - (Back Office)

Jan 2021 – Feb 2023

- Responsible for Audit of chat to identify the gaps between agents SOP's.
- Responsible for completing the daily task and activities given by the TM and client.
- Responsible for the submission of daily productivity reports to the Supervisor.
- Responsible for maintaining the floor decorum in the absence of POC's and Supervisor.
- Responsible for checking the activities assigned to different agents.
- Responsible for helping the agents query regarding the activities and vendors.
- Responsible for QC of images and uploading them on the client portal.

Shift Lead / Real-Time Analyst (RTA) – Operations**April 2020 – December 2021**

- Responsible for monitoring the chat influx and maintaining the reports.
- Responsible for the submission of daily productivity representative reports to the client and leads supervisors.
- Responsible for maintaining the floor decorum in the absence of TM and lead supervisors.
- Responsible for conducting huddles daily, sharing the new SOP's with the agents to clarify the process.
- Responsible for resolving the agent's issues related to the customer's concern.

Customer Services Officer – Operations**October 2019 – April 2020**

- Managing day to day operations related to order processing and delivery.
- Responsible for handling customer's emails related to order placement queries.
- Responsible for the submission of daily performance reports to HOD.
- Responsible for the issuance of discount vouchers or promotional items.

• Foodpanda**Customer Services Officer – Operations****Jun 2018 – October 2019**

- Managing day to day operations related to order processing and delivery.
- Responsible for handling customer's emails related to SOP and order placement queries.
- Responsible for the submission of daily performance reports to HOD.
- Responsible for the issuance of discount vouchers or promotional items.

• National Bank Funds (NAFA) – a Subsidiary of the National Bank of Pakistan**Relationship Manager – Sales/Marketing****Mar 2018 – Jun 2018**

- Managing day to day sales operations of the assigned customers' funds.
- Responsible for the completion of monthly sales tasks.

• Jubilee Life Insurance Pvt. Ltd.**Bancassurance Sales Officer – Sales****May 2017 – Mar 2018**

- Identifying insurance needs to the customer in the modern-day.
- Introducing and delivering knowledge of insurance products offered by the organization.
- Submission of daily activity schedule to the regional office.
- Achieving a monthly target set by the manager.

Workshop attended

- Attended a One-day workshop organized by Saylani Welfare Organization regarding Android development.

Extra-Curricular Activities

- Organized a seminar in collaboration with Youth Parliament regarding "Technical Entrepreneurship"
- Participated in SMEC'16 (Speed Mind Event Competition) as HR Representative.

Hobbies

- Cricket
- Cooking
- Web Surfing
- Photography
- Gaming
- Stay Alone