



MUJTABA KHAN

PROFILE

Highly motivated and full of energy, on a lookout to explore, experiment, improve and progress.

My local and international experience, spread over more than a decade, exposure to various cultures and nationalities, has enabled me to quickly adapt to new environments with ease. The managerial positions held have empowered me to bring about and manage change creating synergies and improving efficiencies while setting up to constantly evolving ways of business.

CONTACT

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INTERESTS

Reading
Research
Economy/Politics
Sports & Recreation
Digital Sphere

LANGUAGES

Urdu
English
Arabic

EXPERIENCE

IBEX Pakistan (formerly TRG Pvt. Ltd.)

March 2019 – August 2019 Manager, Operations

Foodpanda (International & Domestic)

- Played pivotal role in on-boarding Foodpanda as a client for management of customer servicing and dispatch logistics
- Assessment of business volume backed by extensive understanding of eCommerce and digital solutions
- Capacity planning
- Organizational planning and structuring with specific focus on quality resource, training, development and growth prospects

November 2016 – March 2019 Manager, Academic Bay

IBEX. Digital (formerly Digital Globe Services-DGS)

- Responsible for employee and client experience enrichment by way of constant engagement
- Detailed product profiling and training of local staff ensuring clear understanding of the offering
- Sensitizing staff considering the international target market
- Detailed designing and implementation of OJT (on the job training)
- Designing, development and implementation of overall governance structure with respect to compliance of internal and external regulations
- Directly responsible for COMCAST, ADT & Spectrum

Saudi Bin Laden Constructions

February 2012 – August 2016 Manager, Client Relations

- Core planning and execution of projects (including establishment of working relationships and on-boarding companies such as Al Amoudi, Emaar, Ministry of Interior (Kingdom of Saudi Arabia), government bodies and institutions
- Negotiations and finalization of quotation with sub-contractors, post finalization of project
- Representation of Bin Laden in various countries including Morocco, Malaysia, Singapore, United Arab Emirates, etc.

360 Training Pvt. Ltd.

May 2009 – January 2012 Client Service Manager

- Responsible for recruitment/Train The Trainer for 'Organizational Safety & Health Administration' (OSHA) Certification
- End-to-end management of US-based clients
- Constant engagement and provision of services enabling implementation of OSHA Courses

TRG (The Resource Group) Pvt. Ltd.

June 2007 – May 2009 Supervisor Operations

- Responsible for direct supervision of a team of 12 agents
- Maintained exceptional achievement level in terms of targets
- Ensured a satisfactory customer base
- Strict implementation of QA (Quality Assurance) and need-based training and development

December 2006 – June 2007 Sales Executive

- Engaging and maintaining cordial relationships with international customers
- Outstanding achiever in terms of targets
- Dedication to overall quality and resolutions of complaints

ACADEMICS

- 2008 – Completed Intermediate from PAF Degree College, Faisal, Karachi, Pakistan