



# OMAIR KHAN

OPERATIONS MANAGER /  
CALL CENTRE SUPERVISOR

## PERSONAL PROFILE

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Extremely motivated to constantly develop my skills and grow professionally. I am confident in my ability to come up with interesting ideas for unforgettable campaigns.

## EDUCATION

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Karachi University  
Masters in Business  
Administration, 2010

Karachi University  
Bachelors in Business  
Administration, 2007

## SKILLS

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- Exceptional communication and networking skills
- Successful working in a team environment, as well as independently
- The ability to work under pressure and multi-task
- The ability to follow instructions and deliver quality results.



Microsoft  
Dynamics 365

Workforce Management

## WORK EXPERIENCE

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**Awwal Professional Services (Exhibition and Events)**  
**(Dubai, UAE),**  
Operations Manager





FEB 2018 - DEC 2020

- Strategically planning and executing large scale & high-end events across the region (GCC).
- Partnered with vendors and suppliers to effectively manage campaign and budget
- Verified compliance with the best business practices throughout the organization.
- Developed and implemented daily operations plans such as delivery routes, employee assignments and promotional strategies.
- Verified compliance with best business practices throughout organization.


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## CONTACT

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## PERSONAL INFO

-  Availability: **Immediate**  
(Transferable Visa)

## WORK EXPERIENCE

### RTA Contact Centre (Roads and Transport Authority- Dubai, UAE), Team Leader / Supervisor

OCT 2010 - DEC 2017

- Managed daily call center operations.
- Developed and implemented staff training and mentoring programs
- Analyze call center metrics, service levels, and other performance indicators and recommend initiatives to improve service levels, the work environment and to reduce expenses. Significantly reduced data errors and bolstered call intake and productivity by 60%.
- Efficiently revised and implemented several operational processes to create a robust customer service experience.

### Al Areej Scientific Equipment (Sharjah, UAE) Business Development Assistant / Inside Sales

Dec 2008 - Sep 2010

- Managing complex and large tenders and bid teams.
- Setting targets and goals for sales and management teams.
- Seeking out and identifying new business opportunities.
- Raising the company's profile within the marketplace