**Amer Khan,** Nationality -**Bahraini**

**Tel:** 00973 37229120 **Email:** [Amerzameer@icloud.com](mailto:Amerzameer@icloud.com)

**PROFESSIONAL EXPERIENCE**

**Bahrain Airport Services**

**Customer Service Agent | Muharraq, Bahrain July 2022 – Present**

* Orchestrated daily operational tasks and meticulously crafted comprehensive Excel reports including dashboarding and monthly reconciliation for flight operations, fostering collaboration with Senior Controllers and management to ensure seamless operations.
* Spearheaded passenger services management, diligently maintaining On-Time Performance (OTP) for flights, adeptly mitigating delays and discrepancies to uphold exceptional service standards.
* Directed staff training initiatives to elevate service standards and fortify team proficiency, fostering a culture of continuous improvement and excellence.

**Vfsglobal**

**Senior Operations Officer | Manama, Bahrain September 2021 – July 2022**

* Facilitated daily integrations with both internal and external stakeholders to ensure smooth operations.
* Participated in strategic meetings with internal stakeholders to devise and implement innovative business growth strategies.
* Provided expert assistance and guidance to applicants, ensuring a hassle-free visa processing experience.
* Managed enquiries effectively through phone calls and in-person interactions, demonstrating comprehensive knowledge of visa procedures for Schengen, U.S.A, U.K, and Canada.
* Maintained meticulous daily reports using Excel and ensured accurate cash handling procedures until the end of each business day.Strategy&Analytics Consultant

**Microsoft**

**Business Development Executive | Manama, Bahrain January 2021 – October 2021**

* Coordinated meeting schedules and upheld clear communication channels to verify the availability of future stocks of Microsoft products in Bahrain.
* Ensured precise placement of all hardware in accordance with Microsoft's specifications and guidelines.
* Provided dedicated support to branch managers, addressing any challenges they encountered in sales operations and offering assistance to optimize sales processes.
* Conducted comprehensive staff training sessions tailored to meet stakeholder requirements and foster business growth initiatives.
* Developed and implemented customized training programs aimed at enhancing employee skills and capabilities in alignment with organizational goals.
* Monitored and evaluated training effectiveness to ensure continuous improvement and alignment with stakeholder expectations.
* Collaborated closely with stakeholders to identify training needs and priorities, ensuring a strategic approach to staff development.

**Vfsglobal**

**Operations Officer | Manama, Bahrain December 2018 – November 2020**

* Facilitated daily integrations with both internal and external stakeholders to ensure smooth operations.
* Participated in strategic meetings with internal stakeholders to devise and implement innovative business growth strategies.
* Provided expert assistance and guidance to applicants, ensuring a hassle-free visa processing experience.
* Managed enquiries effectively through phone calls and in-person interactions, demonstrating comprehensive knowledge of visa procedures for Schengen, U.S.A, U.K, and Canada.
* Maintained meticulous daily reports using Excel and ensured accurate cash handling procedures until the end of each business day.Strategy&Analytics Consultant

**EDUCATION**

# Anglia Ruskin University, London – BSc of Science in Business Management September 2021 - January 2024 Graduation mark: B Grade

Upper Second Class Honours

**Purdue University** – Postgraduate Certificate in Business Analyst  **February 2024 - August 2024**

**CERTIFICATES**

* Certified Scrum Master
* Certified Product Owner CSPO
* Six Sigma Yellow Belt

**ADDITIONAL INFORMATION**

**Technical Skills:** Advanced use of PowerBi,Tableau, SQL , Microsoft Office package, Collibra. Proficient use of Python, Google Analytics, Adobe Analytics, PowerBI, DBeaver, Jira, Miro, Visio. Certified Professional Scrum Master.

**Languages:** Urdu (Native), English (Fluent)

# Reference Upon Request