

# MUHAMMAD ALI KHAN

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96/D/Block 2 P.E.C.H.S, Karachi, Pakistan.

## EXPERIENCE

### Senior On-Boarding Executive (Team Coordinator)

#### Food Panda (Delivery Hero)

10/2019 - Ongoing

- Working with training team and doing activation with more efficiently and on time.
- Guide and train vendors about tech handling.
- Working as a bridge between two department content & automation to resolve issues related to sales force accounts in activation.
- Configuration of tablet and back off.
- Onsite training and troubleshooting of tech related problems is also done by team.
- Daily report building and forecasting of daily activation target.

### Product Associate

#### Food Panda (Delivery Hero)

01/2019 - 10/2019

- Collects and coordinates feature requests from all departments making sure to communicate with all Pandora product managers.
- Supports in business case creation and updating back end of restaurants.
- Coordinate bug reports and resolve case, which includes all products and business tools Sales force, Foodora, and others.
- Perform restaurant activation & deactivation after all process of on boarding is complete as per SOP of Food panda. Also, do Back end QA & delivery area mapping on Porygon.
- Active & quick response to all internal departments through different channels, communicate vendors directly or indirectly for his issue resolving, provide training to vendors on how to operate his tablet.

### Operation Department – Intern

#### Hascol Petroleum Pvt. Ltd

06/2018 - 08/2018

## EDUCATION

### Bachelor of Business Administration

#### Bahria University

2014 - 2018

## SKILLS

Team Work skills

Self Management

Multitasking

Adaptability

Handling Responsibility

## ACHIEVEMENTS

✓ Certification in Business Communication form IBA Karachi.

✓ Certificate of Excel 2016 from Uacademy.

✓ Certificate of Email Writing Skills from Uacademy.

## PROJECTS

Missing Inventory  
Radmin  
Tardy Vendors