

Curriculum Vitae

Name: IHSAN Ali Khan

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Birth Year: 1995 **Gender:** Male

- **LinkedIn profile:** www.linkedin.com/in/ihsan-ali-khan



Career Objective: Desirous of a position at a multicultural organization.

Bringing expertise in collaborating with project team members; utilizing proficiency in coordinating activities of a team and facilitating project-team related meetings to execute assigned work. Develop requisite knowledge and technical skills in current and developing financial technologies

Professional Experience:

1. Accenture – Dublin – Ireland:

(07/2021 – In Progress)

SME – Full Time

I am currently working in health department as a Subject Matter Expert. My Role is to Provide Guidance to Agents and duties are as follows:

- Provide support to the agents
- Escalate issues/Cases to relevant departments
- Updating scripts according to changes in policy
- Resolving complex cases
- Point of contact for agents and department of health
- Resolving customer issues
- Reporting to lead on Daily, Weekly and Monthly basis
- Review and provide feedback to agents
- Create quizzes for agents
- Creating presentations and presenting to Associates, Team leads and Managers
- Managing all Backend work assigning task to agents.

2. Synergy – Limerick - Ireland:

(09/2020 – 04/2021)

Security – Full Time

My Role in synergy was Checking Appointment, monitor people, report about suspicious activity, sending customers to the right place and handover at the end of shift.

3. SAR Group – Dublin - Ireland:

(12/2015 – 09/2020)

Receptionist – Part Time

Maintain visitor register, Answer phone calls, Keep the Reception area tidy, Worked in Mortuary, Accident and Emergency in St. James Hospital

4. Airbnb – Dublin - Ireland:

(06/2016 – 09/2017)

Receptionist

Being a point of contact for guests, dealing with payments and handling cash settlements, should they have any queries and handling complaints. Maintain visitor register and providing them badges

EDUCATION:

Bachelor of Business Administration from Dorset Collage Dublin, Ireland (2017-2020)

Aim of degree: To produce necessary management, technological, Finance, operational and business development skills.

BACHELOR'S THESIS: Entrepreneurship and venture creation

Main Subjects: Fundamentals of Accounting, Economics, Costing & Decision-making, International Human Resource Management, Finance, Business strategy, International Strategic, Management, Marketing Management, Doing Business in Global Markets, Project Management, Life Skills for Success, Corporate Governance and Ethics, Business Research Methodology, Work Experience - Module, Global Operations & Supply Chain Management, Organization behavior and management, Business Ethics, Entrepreneurship, Digital Marketing

Bachelor of Science Government degree Collage HAYATABAD, PAKISTAN (2012-2014)

Aim of degree: Studied and covered wide spectrum of areas within the field of computing, ranging from the theoretical to practical. Obtained foundation knowledge in key areas such as artificial intelligence, distributed systems, computer graphics, databases, human computer interaction and security.

Main Subjects: Introduction to Computing, Programming Fundamentals, Linear Algebra, Mathematics, Pakistan Study.

SEMINAR ATTENDED:

EXECUTIVE SEMINAR "INTRODUCTORY IN PROJECT MANAGEMENT" Virtual Seminar

Description: Introduction to the basic methodologies of project management, regarding the IMPA International model. The main topics discussed in Seminar was,

1. Risk Evaluation (Contingency and Mitigation actions), 2. Role of project manager, 3. Project Initiating, Project planning, Project Execution/Control and Project Closure, 4. Breakdown Structure (Organization, Cost, Work), 5. Risk Evaluation (Contingency and Mitigation actions)

PROFESSIONAL SKILLS:

Leadership, Critical thinking, Innovative, assertiveness, time management, risk management, leading multicultural team, adjustable, Presentation power, Strong team player, Strong communication skills, Self-motivated, quick learner, being the focal skills, high convincing point of a virtual project team, Flexible & Adaptable to change, Excellent organizational skills, Excellent time/ priority management skills

Technical Skills:

Excellent knowledge of the operating platforms and the main Microsoft applications (Word, Excel, Power Point, Access), ServiceNow, Salesforce, CRM and other company internal softwares.

Languages Spoken:

Mother language: 1. Pushto,

Other Professional languages spoken: 2. English 3. Punjabi 4. Urdu, 5. Hindi,