



# Saim Ehatisham

## ABOUT

I am a chronic puzzler a life long learner I unpacked a complicated problem by approaching each it deserve.

## PERSONAL DETAILS

### Birth date

04-07-1999

### Nationality

Karachi Pakistan

### Address


Fancy view gulzar-e-hijri scheme  
33 Karachi

### Marital status

Single

## CONTACT

 saimehatisham99@gmail.com

 03172657795

## WORK EXPERIENCE

### Operations Lead

MYWATER | KARACHI

Feb 2022-Jan 2023

Manage and ensure smooth day-to-day operations of business critical workflows, developing specifications/guidelines and resolving escalations. Manage cross-functional initiatives to create/change operational workflows to support new product and policy launches. Implement continued process improvement and re-engineer processes in collaboration with policy, tools, training, and product teams to increase performance, automation and standardization.

### Operations Specialist

AIRLIFT TECHNOLOGIES | KARACHI

April 2021-Feb 2022

managing inventory, ensuring the correct ordering of supplies, seeing to the maintenance and replacement of operational equipment, optimizing processes, overseeing the operations team, and liaising with external stakeholders. Monitoring computer screens or equipment for signs of problems that require attention from another member of the team. Recording operational data related to work done by members of the team, such as time spent on tasks and errors made during the process. Entering data into computer databases to track inventory levels and equipment usage. Monitoring operations performed by other team members and taking action when something goes wrong.

### Quality Assurance Lead

AIRLIFT TECHNOLOGIES | KARACHI

Feb 2020-April 2021

oversee the testing of a product or service to ensure adherence to industry and the organization's standards. They are involved in developing testing plans, creating risk mitigation strategies, and liaising with the product team in suggesting process improvements. responsible for monitoring, inspecting, and proposing measures to correct or improve a company's final products and processes in order to meet established quality standards. Completely free trial, no card requiredp

### Customer Service Representative

PIZZA HUT | KARACHI

Jan 2019-Jan 2020

Receiving and placing customer service telephone calls. Maintaining solid customer relationships by handling questions and concerns with speed and professionalism. Resolving customer complaints, managing database records, drafting status reports on customer service issues.

## EDUCATION

### Bachelor's in Science and software engineering

INDUS UNIVERSITY | KARACHI

2017-2021

### Pre - engineering

AISHA BAWANY GOV COLLEGE | KARACHI

2014-2017

### Computer Science

WHITE HOUSE GRAMMAR SCHOOL

2004-2014

## SKILLS

Active listening

Communication

Leadership

Interpersonal

Time management

Problem solving

Team Management