

# MUBASHIRA KHAN

Leeds, United Kingdom

uk2023.mk@gmail.com | +44 7748 845388

LinkedIn: <https://www.linkedin.com/in/mubashira-khan-614711180/>

---

## PROFESSIONAL PROFILE

Highly motivated and detail-oriented professional with a Distinction in MSc Engineering Management from the University of York. Skilled in administrative coordination, data handling, stakeholder communication and process improvement. Demonstrated ability to work efficiently under pressure while maintaining accuracy and confidentiality. Committed to delivering outstanding internal and external customer support. Seeking to contribute my skills and drive for excellence in a fast-paced operations team.

## EDUCATION

**MSc Engineering Management** | University of York, United Kingdom – Distinction

Key Modules: Operations Management, Strategic Leadership, Innovation Management, Sustainability

Capstone: Market & Interface Analysis of Open Radio Access Networks (O-RAN) in the UK & India

**BTech in Computer Science Engineering** | Mumbai University, India – First Class Honours

---

## PROFESSIONAL EXPERIENCE

**Shift Manager** | McDonald's, UK | May 2024 – Present

- Managed daily operations of high-volume store, overseeing 15–20 staff per shift to ensure smooth service delivery and team performance.
- Delivered friendly, efficient service to over **100+ customers every hour**, maintaining high customer satisfaction and quick service times.
- Ensured **100% accuracy** in cash and card transactions, adhering to strict cash-handling and compliance procedures.
- Coordinated team activities during peak hours, reducing order delays and improving throughput by **20%** through effective communication.
- Promoted positive work culture and goal attainment by motivating staff, setting shift objectives, and monitoring performance against KPIs.

**Assistant Project Coordinator** | Carrier Media India ST Services | Sept 2022 – Aug 2023

- Delivered efficient administrative and operational support to internal teams and senior managers.
- Designed and implemented a performance reporting template, reducing reporting time by 70%.
- Scheduled and coordinated cross-functional meetings, documenting minutes using Fellow and Google Docs.
- Maintained project issue logs and resolved resource allocation challenges, improving workflow transparency.
- Liaised with stakeholders to ensure timely updates and smooth communication across all project phases.

**Software Developer (Remote)** | Hasbasoft Technologies Pvt. Ltd | Mar 2022 – Aug 2022

- Supported back-end administrative functions including documentation, technical tracking, and version control.
- Adapted quickly to varied technologies and project scopes, contributing to timely project delivery.

**Data Science Intern** | Uptricks Pvt. Ltd, India | Jul 2021 – Dec 2021

- Conducted in-depth analysis of product sales and anomalies, presenting insights via Power BI dashboards.
  - Created data-driven reports to assist strategic decision-making for internal operations.
- 

## LANGUAGES AND SKILLS

- Languages : English (IELTS : 8)

- Skills : Administrative Support & Data Entry , Email & Telephone Handling , Stakeholder Liaison & Team Coordination, Document & Tracker Management (Excel, Google Docs, Fellow, Evernote), Report Preparation & SLA Monitoring, Quality Assurance & Issue Log Maintenance, Time Management & Organisation, MS Office Suite, Power BI, Python, Process Improvement.

- Achieved the highest-ever score (99/100) in the University of York's International Business presentation.