

# MUSKAN KHAN

## CONTACT



Ealing, London



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## PROFESSIONAL SUMMARY

Results-driven Management professional with 3 years of experience in real estate operations, lead management, organisational development and team building within multiple departments. Highly adept in planning, coordinating and executing successful production strategies. Track record of improving operational stability, efficiency and profitability. Strong collaborator with senior stakeholders, effectively prioritising activities, translating business requirements into solutions and achieving defined objectives. Excels with minimal supervision and decisively approaches problems. Tech-savvy and always looking for improvement opportunities.

## SKILLS

- Strategic planning and research
- Project Management
- Conflict management
- Logistical planning
- Data analytics
- Policies and procedures implementation

## HEAD OF OPERATIONS

## EDUCATION

**University of Greenwich, London, UK**

BA (hons) in Architecture (incomplete)

September 2019-2021

**Rivers Academy, London, UK**

A-Levels in Chemistry, Physics, Art

## WORK EXPERIENCE

### Head of Operations

Whitewill Real Estate, London, UK

12/2022 - Present

- Developed, recommended and implemented strategies to improve employee work quality and speed.
- Analysed operations data to identify process gaps and successfully implement change.
- Served as key corporate representative, liaising with various stakeholders in support of operational excellence.
- Streamlined processes to improve and optimise office operations.
- Designed and implemented training to further develop staff based on business goals.
- Analysed and resolved complex resource management issues for optimised scheduling.
- Maintained smooth-running business operations by delegating priorities to staff abilities.
- Translated senior management directives into actionable front-line policies and implemented changes with staff.
- Supervised daily operations, acting as point of contact for any queries or obstacles.
- Led and coached team leaders to meet performance targets and deliver operational excellence.

### Executive Assistant to Director

Whitewill Real Estate, London, UK

10/2021 - 12/2022

- Managed daily operations by overseeing financials, key performance indicators and employee performance.
- Provided strategic insights for informed decision-making to board of directors.
- Scheduled Board of Directors meetings, assisting with meeting materials, resources and agendas.
- Enhanced communication between departments by arranging and coordinating meetings and conferences.
- Implemented new document management systems, improving data accessibility and security within the company.
- Took minutes during meetings accurately preserving crucial details for future reference.
- Managed complex travel arrangements to ensure seamless business trips for executives.