

MUHAMMAD HARIS

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PROFILE

With over 8 years of experience in education management, training, and curriculum delivery, I bring a strong commitment to student success and academic excellence. I've led academic programs, trained educators, and taught business and language courses at various levels. My background in project and financial management adds a practical edge to my teaching approach, helping students connect theory with real-world application.

KEY SKILLS

- Education Management
- Curriculum Development
- Risk Analysis and Mitigation
- Financial Management
- Training and Leadership
- MS Office
- Stakeholders' Communication and Presentation

KEY PROJECTS (*Managed & Monitored*)

- O&M of Lahore Metro Bus Service – **Punjab Mass Transit Authority**
- Peshawar Safe City – **Government of KPK**
- Free Solarisation of Houses – **Government of Punjab**
- Gilgit Baltistan Safe City – **GB Police**
- Installation of CCTV at Highly Sensitive Polling Stations – **Sindh General Election (2024)**
- Implementation of ERP System – **Ravi Urban Development Authority (RUDA)**
- CCTV Installation at Minorities Worship Places – **Government of Sindh**

WORK EXPERIENCE

Deputy Manager (*Project Management Office*)

Mar 2023 – Present

National Radio and Telecommunication Corporation, Pakistan

- Managing 10+ large-scale commercial projects, from strategy to execution, ensuring timely delivery.
- Project coordination with cross-functional teams (Marketing, Procurement, Finance) to align project goals with customer objectives.
- Prepare financial feasibility and risk mitigation reports to mitigate up to 20% of financial risks.
- Prepare project plans, project monitoring dashboards, trackers and executive reports.
- Devise improvements in existing processes of project execution based on historical performance data.

Business English Trainer

Feb 2022 – Apr 2025

TOOTI Incorporation, South Korea

- Designed and delivered 400+ hours of business English training to corporate clients.
- Delivered online training sessions to more than 30 middle and senior management employees of the leading MNC in South Korea.
- Improved client presentation skills by 25% within six months, achieving a 95% satisfaction rate.
- Created training content according to individual objectives and needs.

Program Manager

Aug 2021 – Jun 2022

International Centre of Excellence, Pakistan

- Led the HND Business Program, overseeing academic content and exam grading.
- Taught 3 courses to the HND Business students and a course in the CMI program.
- Served as a member of the internal verification team during the calibration of the exam grading.
- Forecasted possible new business opportunities based on the needs highlighted by the existing students.

Senior Consultant
iTutor Group, Taiwan

Sep 2017 – Jun 2021

- Developed over 250 English language training sessions for students of early years and adults.
- Delivered 500+ hours of online English training, resulting in a 30% improvement in student test scores within 3 months.
- Onboarded 100 new clients in coordination with the sales team, generating an additional \$50K in annual revenue.

Customer Experience Specialist
Motive (Ex-KeepTruckin), Pakistan

Sep 2018 – Mar 2020

- Reduced customer churn by 15% by implementing a quality assurance rubric and retention strategies. Partnered with customers to identify churn risks and improve satisfaction, achieving a 10/10 customer experience rating.
- Conducted quality assurance evaluations of customer support and sales teams and improved their performance by 20%.

English Language Development Facilitator
Beaconhouse Schooling System, Pakistan

May 2016 – May 2018

- Initiated and managed the BELT project as one of the pioneer members.
- Facilitated over 150 teachers on 20 campuses to enhance their English communication skills.
- Conducted 300 on-site training sessions in 2 years.
- Assisted HR in recruiting 200 teachers by assessing their English language skills via an online testing system, BELT.

Visiting Lecturer
COMWAVE Institute of IT, Pakistan

Dec 2012 – Aug 2014

- Worked as a visiting faculty member during my master's.
- Delivered lectures on Accounting and Marketing subjects to undergraduate students.

CERTIFICATIONS

- **Complete Project Management Cycle**
Pakistan Planning and Management Institute (Govt. of Pakistan)
- **Contract Management**
Pakistan Planning and Management Institute (Govt. of Pakistan)
- **Teaching English as a Foreign Language**
TEFL UK
- **Oil and Gas Business Simulation**
Schlumberger UK

EDUCATION

- **MSc. Oil and Gas Accounting** 2014 – 2015
Robert Gordon University, United Kingdom
- **Master of Business Administration** 2012 – 2014
COMSATS University, Pakistan