

IJAZ ALI KHAN

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PROFESSIONAL SUMMARY

Results-oriented professional with 5 years of experience in operations supervision, field coordination, research, and customer support. Proven ability to manage projects, lead teams, and deliver results in diverse sectors including international services, rural development, and research. Skilled in data analysis, field operations, client relations, and multilingual communication. Seeking to leverage expertise to contribute to organizational growth.

WORK EXPERIENCE

Operations Supervisor, Gerry's Visa (Islamabad Centre), Dec 2021 - Feb 2025

- Managed daily operations for visa processing services, ensuring efficiency and compliance.
- Supervised team performance and workflow, implementing process improvements
- Developed and maintained operational reports for management review.

Field Supervision Officer, Urban Poverty Alleviation Program (UPAP)/NRSP Feb 2021 - Dec 2021

- Led field operations for poverty alleviation initiatives, coordinating activities across different communities.
- Monitored project implementation, ensuring adherence to timelines and objectives.
- Conducted field assessments and compiled detailed progress reports for stakeholders.

Customer Support Executive, IBEX International Jan 2020 - Feb 2021

- Resolved customer inquiries and technical issues via channels, e.g., phone/email/chat, maintaining high satisfaction ratings.
- Documented and escalated complex cases according to protocols.
- Achieved 95% in performance rankings.

Monitoring & Evaluation Officer, Gallup Pakistan May 2018 - Dec 2018

- Resolved customer inquiries and technical issues via channels, e.g., phone/email/chat, maintaining high satisfaction ratings.
- Documented and escalated complex cases according to protocols.
- Achieved 95% in performance rankings.

EDUCATION

Master of Science in Economics Sept 2015 - Mar 2018

University of Peshawar

- Specialization in Sustainable Development.
- Thesis and data analysis on migration patterns.

Bachelor Aug 2013 - Aug 2015

FG degree college Peshawar cant

- Relevant coursework in statistic and economics.

SKILLS

- **Technical:** Artificial intelligence (different tools) Microsoft Office Suite, SPSS, E Views, Social Media Analytics, Website/Software Troubleshooting, Operations, Research.
- **Languages:** Khowar (Native), English (Fluent), Urdu (Proficient), Pashto, Punjabi (Fluent)
- **Awards/Activities:** Supported a six-month tax survey project with (KAPRA and World Bank) where I helped collect data and conduct initial analysis. My work also involved preparing reports on tax compliance and potential revenue.
Human Development for Rural Development, Reforms in FATA (Training), Art Teach & Modern Agriculture.