



RESUME - Nasir Khan

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Doha, Qatar

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Professional Summary

Experienced Learner Affairs Officer with extensive experience in learner administration, security training, and course delivery within Ministry of Interior and oil & gas sector. Certified Train the Trainer, Certified Port Facility Security Officer (PFSO), and holder of Security Operations Levels I–IV. Experienced in delivering H2S Awareness, Introduction to Industrial Security, Basic Security Skills, Customer Service, Office Management Skills and Microsoft Office training, Information Technology & Security Sense.

Core Competencies

Learner Affairs • Security Training • Course Delivery • Training Administration • H2S • Industrial Security • Customer Service • Office Management • MS Office • Training Coordination • Reporting

Personal Information

Birth Date: 12 August 1986

Nationality: Pakistan

Visa Status: Work Visa

Residence Location: Doha, Qatar

Professional Experience

August 2015 –
Current

Learner Affair Officer | Security Training Specialist | Certified
PFSO

Doha, Qatar
General Directorate of Industrial Security (GDIS- MOI)
Company Industry: Oil & Gas
Job Role: Security Training Center

- Conduct Classroom and practical training sessions for GDIS courses for security personnel.
- Develop and deliver lesson plans, presentations and training material in line with GDIS and MOI standards.
- Use learning techniques including demonstrations, scenario-based drills, and self-directed training to improve trainee engagement.
- Evaluate trainee performance through quizzes, practical assessments, and competency tests.
- Interact with students during instruction, counselling and administrative activities.
- Regular communication with the Senior Instructor and team members to discuss progress of the learning program.
- Analyze information and evaluate results to choose the best solution and solve problems.
- Resolve minor trainee problems/grievances that may arise during the training process.
- Responsible for workplace safety and proper conduct of security courses.
- Responsible for all security training equipment and aids issued to and/or under his or her team control.
- TC Database – Database enrolment, Student Training History, Certificates and All Database printouts.
- Corporate Training Needs – (First Aid, H2S)
- Send weekly attendance sheets via email to the regions. This also includes monitoring of medical certificate in case of absenteeism.
- Send a notification via ISTC official email for collecting the certificates upon successful completion of the course.
- Prepare report of GDIS staff training history details.

Events and Representation:

- Represent GDIS in Milipol Exhibition and other internal security events by conducting awareness sessions and live demonstrations.
- Support GCC officer training and other inter-agency training programs.

Other Role:

- Maintain ISTC staff personal files/monthly timesheets/overtimes.
 - Keep track of ISTC staff annual leaves/sick leaves.
 - Maintain the department's budget and cost register
 - Identify the department needs and requirement
 - ISTC Pool Vehicles monitoring and movement record.
 - Liaise with Police training Institute with regards to new courses
 - Execute any given task assigned by S. Security Instructor & Training Dept Head.
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Professional Experience

September 2007 - September 2013 Senior Customer Service Representative (Team Leader)

Doha, Qatar
AL- Khaliji Commercial Bank
Company Industry: Banking
Job Role: Customer Service

Job Description:

- Generate MIS reports
- Prepare daily, weekly, monthly and yearly reports for contact center. (ATM/SMS/DASHBOARD/sales)
- Logging customer complaint from all the channels and escalating it to the concerned dept. for resolution.
- Following up with customer Issues and providing resolution with the SLA
- Build, develop, coach and lead a customer focused team
- Deliver a best in class service and exceed measures in line with business objectives
- Proactively and regularly carry out performance reviews using Balanced Scorecards
- Analyze management information in order to identify opportunities to drive continuous improvement
- Deliver a "completely satisfied" customer experience
- Demonstrate Sense of Urgency in busy call contact center environment.
- Demonstrate outstanding problem solving and active listening – able to diffuse difficult customer with tact and ease.
- Resolve complex issues and win customer loyalty.
- Handle customer inquiries, billing questions and payment extensions .service request.
- Manage a high – volume workload within a deadline driven environment.
- Train and brief staff on new system applications/ Products.
- Conduct an open session to answer question regarding any product and welcome feedback
- Conduct weekly and monthly quizzes related to banking products/services to make sure team is up to date.
- Service recovery task in order to educate customer on how to minimize errors on using the ATM machine /Internet and provide the best solution.

- Conduct Card Fraud Monitoring to ensure customer's financial security.
- Acting Floor Manager to back up team managers in their absence and carry out their tasks and duties i.e.: Call quality check, updated record on changes done, send reports to concerned departments, analyze team performance, stress on meeting the KPI's like ART/AHT/SL.

Other Project:

ATM launch:

Secondment for 4 months with alternative channel department to support in the launch of new ATM's across Doha in 2007. Research included;

- Cost efficiency
- ATM usage traffic
- Competitor benchmark
- Customer segmentation
- Area population
- ATM location
- ATM Functionality

Credit Card Launch Project:

- Was amongst the employee to test the new credit card system and provide feedback
- Opportunity to work closely with the system developers so as to understand the system thoroughly and provide further training to bank employees and where need be.
- Brief about the system, empowerments, Do's and Don'ts, Codes, customer's Credit history, statement cycles, pending payments, posted/non posted transaction, memo debits/credits, cash transaction, Increase/decrease credit limits, release payments, fee and charges waiver.
- Conducted training sessions for the department by using techniques of training i.e.:
 - ✓ **Audience Specific Training:** Consider trainees' Knowledge base and use terminologies the staff could easily relate too.
 - ✓ **Coach Rather than order:** helped to recognize individual's strength and weaknesses and build upon strengths, while eliminating the weakness.
 - ✓ **Self-directed training:** Very effective teaching method it shows trainee the job and have them ask questions like what tools are required to do the job.
 - ✓ **Follow up and evaluation:** a necessary part of training program, involves evaluating the training method's effectiveness. Observe the trainee; instruct the correct way to complete the job/task.
- Prepare high level and work instructions for the team for better understanding and implementation.
- Part of team working on high level credit card usage policies.

January 2006 – July 2006:	Public Relation Officer Al Dawri Al Kass Sports Channel Company Industry: Media Job Role: Office Administration	Doha Qatar
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- Liaising with and answering enquiries from individuals and other organizations, often via telephone and email;
- Writing and editing in-house magazines, case studies, speeches, articles.
- Devising and coordinating photo opportunities
- Deal with outsiders as counselor and to work with HR dept.

January 2005 – Jan 2006:	Administration Assistant Al Shaqab Real Estate Company Industry: Construction and Real Estate Job Role: Office Administration	Doha, Qatar
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- Type correspondence, reports and other documents
- Maintain office files
- Open and distribute the mail
- Maintain confidential records and files
- Maintain records of decisions
- Prepare documents and reports on the computer
- Schedule Board meetings
- Prepare agendas for Board meeting
- Coordinate repairs to office equipment
- Greet and assist visitors
- Answer phones
- Direct calls and respond to inquiries
- Perform other related duties as required

EDUCATION:

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| • Jan 2010 University Of Karachi
Administration (Bachelor in Business Administration) | Karachi Pakistan |
| • Jan 2010 University Of Karachi
Administration (Bachelor in Business Administration) | Karachi Pakistan |
| • April 2003 - May 2004 Government Arts & commerce college | Karachi Pakistan |
| • O level Iqra Academy | Abbott bad Pakistan |
| • S.S.C Habib Public school | Abbott bad Pakistan |
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OTHER CERTIFICATES:

2007	Introduction to Banking & Operation	Al - Khaliji, Qatar
2007	Essential & Advanced Agent Skill	Insights (UAE) Qatar
2007	Introduction to Banking & Operation	College North Atlantic Qatar
2007	Sales & Marketing skills	Qatar Center for Career Development Qatar
2009	Appreciation: MIS support	Al- Khaliji, Qatar
2011	Appreciation: MIS Support	Al - Khaliji, Qatar
2011	Appreciation: Credit Card launch	Al - Khaliji, Qatar
2011	Certified AML Financial Crime – Middle East	Complinet (UK) Qatar

SECURITY AND SAFETY CERTIFICATES:

2016	Certificate I in Security Operations	GDIS – MOI
2016	Certified Fire Extinguishers	Qatar Energy
2016	H2S Awareness Training Program	Qatar Energy
2016	Appreciation: Support in Delivering GCC Officer Training	GDIS - MOI
2017	Certificate II in Security Operations	GDIS –MOI
2018	Port Security Basic	GDIS – MOI
2019	H2S awareness Training Program	Qatar Energy
2019	Certificate III in Security Operations	GDIS – MOI
2019	Aviation Security Basic	GDIS –MOI
2019	Aviation Security Screeners	GDIS –MOI
2019	Certified Train the Trainee	GDIS - MOI
2019	Permit To Work – QP HSE	Qatar Energy
2024	Security Sense In Security Operations	GDIS - MOI
2024	Basic Maritime Security	GDIS - MOI
2025	Certificate IV in Security Operations	GDIS - MOI
2025	Port Security Operations	GDIS - MOI
2026	Port Security Officer (PFSO)	GDIS - MOI

IT SKILLS:

Windows & Office tools

• Microsoft Office	Advanced
• Operating systems, Networking & Hardware	
• SAP CRM & AVAYA Telephone System	Advanced
• Customer Complaint Tracker	Expert
• MIS Reporting	Advanced
• CMS (Card Management System)	Advanced
• CPS (Card Production System)	Advanced
• Security Training Center Database	Advanced
• MOI Oracle System	Expert

LANGUAGES:

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| • English | Fluent |
| • Arabic | Fluent |
| • Urdu | Native |
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PERSONAL FEATURES:

- Time Management Skills
 - Leadership Skills
 - Project Management Skills
 - Able to work under pressure and handle multiple demands.
 - Good Communication skills.
 - Team player
 - Calm
 - Reliable
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HOBBIES AND INTEREST:

- Basketball,
 - Music,
 - Fitness Training,
 - Reading and learning new things
 - Research on different projects.
 - Self-Education
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ACHIEVEMENTS:

- 1st position in model making for 3 consistent years. (High school)
 - 3rd position in a dance competition. (High school)
 - Best model award (University)
 - Best basketball team captain (University)
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- **References and certificates available upon request.**