



Tehseen Ahmad Khan

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United Arab Emirates

056 721 1965

Expert health safety and environment (HSE) officer with One years' Experience in Multinational Company (Power China company), motivated HSE professionals committed to improving operational outcomes and company culture.

Motivated **Customer Services Officer** with **two-year** experience boosting sales and customer loyalty. Resourceful expert at learning customer needs. Committed to strengthen with positivity and professionalism when answering request and complaint handling.

As a **school administrator**, I secured a challenging and rewarding School Administrator role where utilized my skills in communication, problem solving, and conflict resolution.

○ Educational/& Professional Qualifications:

- NEBOSH (International general Certificate in occupational Health and safety) in the year (August 2022)
- Master in English Language in the year (2012-2015) First Class (National University of Modern languages Islamabad) (2year)
- Master in Education in the year 2020-2022, First Class (AIOU Islamabad)
- BA in the year 2009-2011, First Class (AJK University)
- ICS (Intermediate in Computer Science) in the year 2006-2008
- Matriculation (Science group) in the year 2003-2005.
- Computer certificate (Basic) in the year 2019 from The Bless Academy Islamabad.

Health and Safety Officer (Kotli AJK Pakistan)

Power China Company – Pakistan Jan 2022 to Apr 2023

Duties & Responsibility:

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- Organizing work sites so that work is carried out to the required safety standard with minimum risk to men, equipment and materials.
- Understand the requirement of the health and safety plan accordance with the applicable legislations currently enforce in Pakistan and other relevant legislation and how it applies to project.

Ensure that all material and equipment sent to site are safe and fully efficient, are guarded equipped with safety devices and are tested with in accordance with the health and safety plan.

- Making certain that all plants operators and maintenance personnel are only employed for that which they have been thoroughly trained.
- Checking that all repairs and maintenance work carried out on site is done in a proper manner. Emergency repairs are dealt with properly as soon as possible. Call the attention of site management if there is a dangerous plant to be put out of the service.
- Checking that hired plant are safe and that where appropriate, copies of current test certificates are available.
- Planning and maintaining a tidy work site.
- Giving all foremen and leading hands precise instruction on their responsibilities for proper working Methods, seeing that they do not require or permit men to take unnecessary risk.
- Making a sure suitable protective clothing is available and used.
- Liaising with the District Fire Brigade of Municipal Corporation Kotli (MCK) on fire prevention.
Prior approval will be taken from these departments.
- Setting good personal example.
- Making sure that workers accommodation meets applicable HSE requirements.

Document Controller April 2020 Jan2021 Yashal
English House Rawalpindi, Pakistan

Duties & Responsibility:

- Copying, scanning and storing documents.
- Checking for accuracy and editing files, like contracts.
- Reviewing and updating technical documents (e.g. manuals and workflows)
- File documents in physical and digital records.
- Manage the flow of documentation within the organization.
- Maintain confidentiality around sensitive information and terms of agreement.

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- Proficient typing and editing skills, generating admission form, certificate, experience letters etc

Customer Relation Officer at Telecom Industry

CRO Islamabad, Pakistan

Jan 2018_ March 2019

Duties & Responsibility:

- Dealing with customer complaints or get a manager involved if you are unable to solve a problem. Identifying and assessing a customer's needs to ensure they are satisfied.
- Speaking with customers via email, live chat, on the phone.
- Keeping detailed records of customer interactions and being in charge of customer account details.
- Generating sales leads.
- Following your company's communication procedures and policies.
- Utilising technology to handle a high volume of calls.
- Managing a team of inexperienced customer service representatives if in a senior role.
- Contacting customers to discuss your company's new services.
- Speaking to customers about new charges.
- Handling customer complaints.
- Maintaining customer records by updating their account information.
- Recommending potential products and services to suit a customer's needs.

Secondary School Administrator (Kotli AJK, Pakistan)

Kashmir Public Secondary School 2016 - 2018

Duties & Responsibility:

- Observe current teaching methods and learning materials as needed for areas of improvement and to ensure they meet the current local, state and federal requirements.
- Help deliver an effective teacher induction.
- organize students into groups according to their levels and inform teachers and students of their classes.
- Have an excellent knowledge of the Your English Summer teaching syllabus.
- Help teachers prepare for lesson observations.
- Carry out lesson observations in collaboration with the summer school director.

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- Fulfil all necessary administrative duties.
- Hold teachers' meetings before classes each day.
- Run teacher development and ideas sharing sessions.
- Help ensure correct levels of student discipline are maintained.
- Provide lessons with the use of this syllabus and other appropriate materials.
- Assign sufficient time to lesson preparation.
- Identify and address student language needs.

Manage classroom behaviour appropriately so that all students participate in lessons.

- Be observed by senior summer school staff.
- Ensure leavers certificates and reports are produced on time.
- Provide course feedback at the end of the summer.

Personal Details:

Visa Status – Visit visa (60 days)

Nationality- Pakistani

Languages - English, Hindi, Urdu & Average Arabic