

**Contact:**

Chaklala Scheme-3, Rawalpindi

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**LinkedIn profile:**

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**Top Skills:**

- Communication
- Problem Solving ability
- Analytical
- planning and project management
- Coaching and Training
- Presentation
- Strategic approach to work
- Creative writing

**Technology (Software)**

- MS Office
- AutoCAD
- Solid Work
- Minitab

**Certifications****1. Data Analytics and Business**

**Intelligence** [2023] – 3-month

VU Digi-Skill

Credential ID [Y2A58J8MK](#)

**2. AutoCAD [2022] – 3-month**

VU Digi-Skill

Credential ID CWREMEXZA

# Bilal Khan

**Summary:**

With more than ten years of experience in automotive engineering, BPO, and event management, I have vast expertise in the areas of data analysis, quality assurance, and Process improvement. Now seeking a challenging opportunity that can contribute towards my learning curve. Certain attributes that I have developed over time include adaptability, leadership, and mentorship. I have been blessed with attention to detail which makes it easier for me to understand, develop and improve processes to achieve better results as a whole.

**Working Experience:****Marcus Evans Group.**

*International Business consultant (US-Market)*

*June 2022 – present*

- Generation of leads
- Maintain a database of leads and conduct research
- Call validation
- Assist the team when needed by providing support and guidance.
- Maintain and update documents related to team performance.
- Conduct CSAT Audits

**Rastgar Engineering Company**

*Quality Assurance Manager*

*February 2016 - June 2022 (6 years 4 months)*

- Managed a Quality Assurance Team.
- Ensured that all quality assurance activities were managed in accordance with the Company's Standard Operating Procedures and Quality Assurance standards.
- Developed quality and process improvement module.
- Quality Control of outsourced parts
- Conducted periodic audits to ensure process adherence and to ensure environmental standards.
- Conducted training sessions for the Quality members and also for the new members
- Deal with customer Rejections and complaints.
- Conduct CSAT Audits
- Prepared Quality ISO documents for OEM customers.
- Analyzing data to identify trends
- Presenting information generated from data to clients and managers.

## **Achievements:**

1. PEEF Scholarship [Punjab Educational Endowment Fund] ( 2018 )
2. Volunteer Blood donor certificate ( 2019 )
3. The top performer of the year Reward ( 2015 )
4. Govt. Laptop Reward [Shahbaz Sharif Youth initiative] ( 2012 )
5. Best Student of the Year certificate ( 2008 )

## **Research Publication:**

Polish Journal of Environmental Studies :  
(Publication date: 2021-09-22)

- Effect of Seasonal Variation and Meteorological Parameters on the Environmental Noise Pollution in the Selected Areas of Rawalpindi and Islamabad, Pakistan

Link:

<http://www.pjoes.com/Effect-of-Seasonal-Variation-and-Meteorological-Parameters-on-the-Environmental-Noise-Pollution-in-the-Selected-Areas-of-Rawalpindi-and-Islamabad-Pakistan>

## **J Telemarketing**

*Data Analyst and Management Information System Coordinator*  
*April 2013 - November 2016 (3 years 8 months)*

- I was the Second in command and was promoted to Assistant Manager Position.
- Managed a voice team.
- Performed high-volume data entry using a spreadsheet & company database. Reviewed data for errors, or missing information and resolves any discrepancies.
- Interpret data, analyze results using statistical techniques and provide ongoing reports
- Acquire data from primary or secondary data sources and maintain databases/data systems
- Identified, analyzed, and interpret trends or patterns in complex data sets

## **Academic History:**

### ● **Bahria University**

*Masters in Science- MS, Environmental policy and Management.*  
*(2017 - 2019)*

### ● **University of Gujrat**

*Bachelor of Science - BS, Physics*  
*(2011 - 2015)*

### ● **Govt. Gordon Collage**

*Intermediate- (FSC), Pre-Engineering*  
*(2009 - 2010)*

### ● **Muhammad Ali Jinnah public school**

*Matriculation, science*  
*(2006 - 2008)*