



**Full Name:** Osama Ahmed

**Position/ Designation:** Lecturer

**Faculty/Department:** Faculty of Business Management Sciences

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## Short Introduction

I am Osama Ahmed I would characterize myself with the following three words: **responsible, passionate, and humble**. Understanding the responsibility we carry on our shoulders as teachers, especially at university level, I have **approached my education responsibly**, trying to get ready for all challenges I may face as a teacher. At the same time, however, I try to **teach with passion**—for the subject, and for the students. I believe students can feel it in the classes, and it helps me to win them over. And at the same time I try to **stay humble**, always learning from more experienced teachers, but also from my students, and the feedback I get on my lessons.

## Experience

### **Operations Head | Kiryana Services Pvt Ltd., Karachi**

2021 - 2021

1. Served customer in a friendly, efficient manner following outlined steps of service.
2. Collaborated with head of business and marketing to achieve result.
3. Use coordination and planning skills to achieve results according to schedule.
4. Mentor and motivate teams to achieve productivity and engagement
5. Report on operational performance and suggest improvements
6. Worked closely with CEO to maintain optimum levels of communication to effectively and efficiently complete the project.

### **Relationship Associate Officer | MCB BANK LTD.**

2018 - 2020

1. Communicated with customers to access and address individual needs, providing timely and quality support.
2. Contacted Clients with past due accounts to formulate payment plans and discuss restructuring plan.
3. Performed targeted collections on past due account aged over 30 days.
4. Performed file management and maintaining employee record and paper work.



## Educational Information

**MBA-HUMAN RESOURCES (EQUIVALENT TO MS/MPHILL) | Pakistan Air force - Karachi Institute of Economics and Technology, Karachi**  
2018 - 2022

**BBA-HUMAN RESOURCES | Pakistan Air force - Karachi Institute of Economics and Technology, Karachi**  
2012 - 2016

**Inter Commerce | Govt. Premier College, Karachi**  
2010 - 2012

**Matriculation | Happy Palace Grammar School, Karachi**  
2008 - 2010