

# Sami Ullah Khan

Bachelor of Mathematics

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Mianwali , Pakistan

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Dedicated educator passionate about nurturing critical thinking and scientific reasoning in students. Successful entrepreneur with a knack for managing thriving accommodation ventures. Committed to fostering inclusive and supportive learning environments. Collaborative leader focused on delivering top-notch service and achieving goals.

## EDUCATION

### BS Mathematics Namal University Mianwali

09/2020 - Present Mianwali,Pakistan

#### Courses

- Calculus
- Linear Algebra
- Introduction to Linear Programming and Optimization
- Complex Variables
- Probability and Statistics
- Numerical Method
- Discrete Mathematics
- Real Analysis

## WORK EXPERIENCE

### Customer Support Services Mindbridge

06/2022 - 09/2022 Lahore, Pakistan

#### Tasks

- Handle Queries, Requests, and Complaints from customers tactfully.
- Follow standard processes and procedures when it comes to providing the solution.
- Must be able to overcome objections and handle customer pushback

Contact : +92-42-111-04-05-06

### Assistant Dramatics NKAM

11/2022 - 09/2022 Mianwali,Pakistan

#### Achievements/Tasks

- Assistant dramatics support the director and actors during rehearsals
- Assistant dramatics are often responsible for organizing, maintaining, and distributing props and costumes for a production
- Assistant dramatics provide technical support for various aspects of the production, such as lighting, sound, and special effects

Contact : <https://www.facebook.com/NKAM.NKAM682>

### Domestic Customer Support Services IBEX

04/2020 - 08/2020 Lahore, Pakistan

#### Tasks

- Maintain the highest level of service through dealing with customers in a friendly, efficient, and an attentive manner
- Provide assistance to customers with the claim filing process, including approving and denying claims via phone call
- Ensure compliance with all company policies, procedures, and practices

## SKILLS

Problem Solving

Critical Thinking

Communication

Time Management

Video Editing

MS Office

Marketing

## UNDERGRADUATE PROJECT

### Revenue Management Strategies For Optimizing Hostel Profitability (10/2023 - Present)

- Adjusted pricing and promotions to maximize revenue during slow seasons.
- Used data and tech to maximize room revenue and occupancy.
- Worked across teams to boost revenue in line with goals.

## ORGANIZATIONS

NKAM (10/2022 - 09/2023)

Student Assistant Dramatics

NKAM (11/2020 - 08/2022)

Student General Body

Mindbridge (06/2022 - 09/2022)

Customer Support Services (International Level)

IBEX (04/2020 - 08/2020)

Domestic Customer Support Services (Lahore)

## CERTIFICATES

The Punjab Educational Endowment Fund  
(09/2020 - Present)

Academic Achievement in Intermediate

Soft Skills Development Program  
(12/2024 - Present)

Attend the two days session

## LANGUAGES

English

Full Professional Proficiency

Urdu

Native or Bilingual Proficiency

Chinese

Elementary Proficiency