Zahran Khan

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PROFESSIONAL SUMMARY

Results-driven professional with a strong background in **Operations Management.** Leveraging an MSc in Business Analytics & Consultancy and **experience in managing complex operational systems, streamlining processes, and driving continuous improvement**.

EDUCATION

Heriot-Watt University   **Edinburgh, Scotland**

MSc Business Analytics & Consultancy   *2022*

Engaged in Subjects such as Big Data, Management Consultancy, Financial Reporting, Network Analysis and Project management in collaboration with company projects.

Relevant Projects:

Analyzing the profitability of property investment by employing data analytics in SME's

- **Descriptive & predictive analytics** of historic data to ascertain the profitability of the property.
- **Sales Forecasting Model:** Developed a predictive sales model **using Python**, which improved forecasting accuracy by **18%**.
- **Customer Segmentation Analysis:** Applied K-Means clustering on customer data to identify key customer segments, resulting in a targeted marketing strategy that **increased engagement by 10%**.

Aligarh Muslim University   **Aligarh, India**

Bachelor of Technology in Mechanical Engineering   *2019*

WORK EXPERIENCE

Heriot-Watt University   **Edinburgh, Scotland**

Res-Life Assistant - Operations   *08/2023 – 11/2024*

- **Project Management & Stakeholder Engagement:** Managed a complex operational environment serving over **2,000 students**, implementing data-driven strategies that **increased overall satisfaction by 15%**, demonstrating strong project management and data analysis capabilities.

- **HSE & Compliance:** Collaborated with stakeholders to ensure adherence to **safety and quality standards**, identifying key risks and implementing corrective actions including **hazard identification, risk assessment, compliance, audits, and inspection**

- **Cross-Functional Collaboration & Reporting**: Collaborated with multiple departments to **compile and analyze data,** producing **detailed reports for senior executives** using Banner Student Suite.

- **Data Accuracy & Integrity:** Maintained records with a **98% accuracy rate** by effectively prioritizing tasks and resolving issues promptly, underscoring attention to detail and commitment to data integrity.

- **Data-Driven Process Improvement:** Conducted **regular data analysis** to identify trends and opportunities for operational improvements, delivering insights that enhanced efficiency and the student experience. Aligned findings with PMO standards of continuous improvement and **data-based decision-making**.

Ali Shaihani Trading & Co. (Real Estate Division)   **Muscat, Oman**
Operations Analyst   *12/2020 – 07/2021*

- Analyzed rental data for over **50 properties**, leading to a **10% increase** in rental pricing accuracy through **predictive modelling**.
- Reduced property vacancy rates by **8%** by identifying underperforming locations and adjusting marketing strategies.
- Developed a financial dashboard that tracked property expenses, rental income, and net operating income (NOI), **enhancing budget management** and operational efficiency.

Key Achievements:

- Built a regression model that optimized rental prices, increasing revenue by 12%.
- Automated the process of lease expiration forecasting, which reduced vacancy periods by 20%.
- Developed a **tenant retention dashboard** that flagged at-risk tenants based on historical payment patterns, **reducing churn by 10%**.
- Spearheaded the **analysis of marketing campaigns**, identifying the most effective channels, which increased **tenant applications by 18%**.

Al Rafaa Trading & Contracting (Sub Contractor of Larsen &Toubro)   **Muscat, Oman**
MEP Engineer
The Mandarin Oriental – *5 Star Hotel & Luxury Apartments Project.*   *04/2020 – 12/2020*

- Developed comprehensive **analysis reports** and **conducted site condition analytics** to support decision-making and consultant engagement.
- Created and managed material inspection requests (MIR) and material approval requests (MAR) to ensure the quality and availability of resources and conducted **quality assurance** inspections in collaboration with consultants.
- Conducted thorough site analyses and identified areas of improvement, resulting in a **30% reduction in construction time.**

Key Achievements:

- Achieved a **30% reduction in construction time** through targeted site analysis and process improvements.
- Ensured **100% quality compliance** by streamlining material inspection and approval processes.

- Delivered insights through analysis reports, improving **decision-making and project outcomes**

RELEVANT INTERNSHIP EXPERIENCE

Oman Refreshment Company (PepsiCo)   **Muscat, Oman**
Operations Intern   *07/2021 – 08/2021*

- Assisted the manufacturing head in developing the **operations management plan** for 2021 and beyond along with the formulation of the necessary KPI's.

- Spearheaded filler down time analysis on production lines and implementing measures in order to **increase the true Efficiency** of the lines by using **DMAIC methodology**.

- Defined complex business requirements and provided analysis to increase operational efficiency and ensure stakeholder approval.