

## **Mohammed Ali Khan**

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### **Professional Experience**

#### **Samespace - July 2023 - Present**

##### **Operations Specialist - Enterprise Solutions**

Led discovery, requirements analysis, demos, and POC's to shape solutions, validate feasibility, and support pre-sales for CPaaS, AI, and VoIP products for global enterprise customers.

Managed end-to-end onboarding and implementation, covering telephony configuration, workflow deployment, integrations, and AI agent setup to ensure smooth go-lives.

Developed automation-driven customer journeys using Orizon AI agents for intent routing, workflow execution, and seamless AI human collaboration.

Directed VoIP operations and owned the VoIP product stack including SIP trunking, SIP routing, capacity planning, 2-way DIDs, numbering, SMS, and RCS ensuring scalable solution design, reliable performance, and deployment readiness for enterprise communication environments

Led enhancement and optimization projects across CPaaS and VoIP operations, improving efficiency and delivery quality contributing to a 35% increase in CPaaS revenue.

Improved operational efficiency across Sales, Pre-sales, and Delivery by optimizing processes, workflows, and execution models.

Maintained strong client engagement through solution proposals, technical documentation, onboarding support, and cross-team coordination.

Produced high-quality solution documentation, including configuration guides, workflow specifications, and training materials.

Collaborated closely with Product, Engineering, Sales, and Carrier teams to enhance implementation readiness and improve deployment success rates.

Acted as a customer product liaison, channeling insights into feature prioritization, product improvements, and roadmap planning.

#### **Experience Commerce (A Cheil Company – Samsung Group) – Sr. Pre-Sales Executive Jan 2023 – Jul 2023 | Mumbai, India**

Delivered technical presentations and demos to enterprise clients from FMCG, Real estate, FMEG, Manufacturing & Finance Sector for the Digital Agency, translating business needs into solutions. Collaborated with internal teams to develop solution architecture aligned with client requirements.

Managed complex documentation including EOIs, RFIs, RFQs, and RFPs.

Acted as a bridge between technical teams and customers, ensuring precise delivery of customized services.

### **SlashRTC – Pre-Sales Executive** May 2022 – Oct 2022

Partnered with sales to gather requirements and design CPaaS solutions.  
Created and submitted technical documentation: RFI, RFQ, and RFP responses.  
Coordinated with delivery teams to ensure project timelines and quality.

### **Automata Pi – Enterprise Solutions Expert** Apr 2021 – May 2022

Developed opportunities through engagement with key decision-makers. Delivered RPA-focused product demos tailored to business needs.

Led discovery calls, documentation, and cross-functional communication. Tracked implementation timelines and compiled feedback for continuous improvement.

### **Endurance International Group – Sales Associate** Mar 2020 – Mar 2021

Supported outbound sales initiatives through product positioning and customer consultation. Qualified leads and assisted with CRM data management and pipeline development. Maintained accurate records and contributed to sustained sales growth.

## **Education**

### **Bachelor of Engineering (B.E.), Electronics & Telecommunication**

Rizvi College of Engineering, University of Mumbai

## **Certifications**

Generative AI and Large Language Models- IIM Bangalore

Introduction to Artificial Intelligence (AI) - IBM

Project Management Foundations: Requirements -LinkedIn

## **Skills**

CPaaS & AI Solutions • Sales Engineering • Pre-Sales • Project Delivery • Client Onboarding • Solution Consulting • RFP/RFI/RFQ Management • Stakeholder Management • Technical Documentation • Prompting

Languages: English • Hindi • Marathi