Badeeullah Khan

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Professional Summary:

A highly motivated and detail-oriented business professional with experience in human resources, project management, and customer service. Strong skills in strategic planning, team leadership, and conflict resolution. Seeking opportunities to utilize skills and experience in a challenging and dynamic work environment.

Education:

**Post-Graduation**, Human Resources, Amjad Ali Khan College of Business Administration, Osmania University, October 2022

* Concentrations: Performance Management, Talent and Knowledge Management, Compensation Management, Organization Development

**Graduation**, Civil Engineering, Lords Institute of Engineering & Technology, Jawaharlal Nehru Technological University, July 2019

* Concentrations: Construction Management, Structural Engineering, Workforce Management

Work Experience:

**Business Analyst**, *Coinbase Inc*, May 2021 - Present

* Work with BA team to resolve business issues and ensure client satisfaction with 98% QA score
* Onboard clients and ensure swift experience through documentation, analysis, and plan projection
* Evaluate risk of clients using Salesforce, manage assets, and verify authenticity of documents
* Lead daily stand-ups and deliver bi-weekly presentations to senior management

**Fraud & Risk Associate**, *Amazon Inc*, May 2018 - May 2021

* Trained associates on departmental sessions to develop competency and skill sets
* Assisted customers with issues faced while operating Alexa, Echo, and prime devices and subscription
* Maintained an average AHT of 8 mins while handling live/non-live channels with positive variance of 62%
* Detected process improvement areas & errors and updated knowledge center domain to ensure calibration

Leadership Experience:

Institutional Analyst, Coinbase Inc

* Arranged daily stand-ups and connects to calibrate with team and set weekly plans

Team Resolution Specialist, Amazon Inc

* Mentored 500+ employees providing real-time customer-facing resolutions and process improvement trainings

Skills:

* Excellent communication and interpersonal skills
* Strong problem-solving and decision-making skills
* Highly organized and detail-oriented
* Ability to work in a fast-paced, dynamic work environment
* Customer-focused and team-player
* Proficient in Microsoft Office and Google Suite

Technical Knowledge:

* JIRA, Salesforce, Lucid Charts, Excel, Google Analytics, Adobe Photoshop, PowerPoint, Mihi, Workday, Okta