

MUHAMMAD HARIS

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PROFILE

An experienced educationist with a strong academic background. I have over 8 years of multidisciplinary experience in project management, education program management, training and customer experience. I aim to collaborate my corporate and public sector experience with academics to equip students with practical knowledge and ensure excellence within the education sector. I look forward to roles within teaching, training and education management domains.

KEY ACHIEVEMENTS

- Established PMO department at NRTC as a pioneer member and expanded the team from 3 to 21 members in less than 2 years.
- Managed the BELT program at Beconhouse as a pioneer member and trained over 150 teachers to enhance their communication skills

KEY SKILLS

- Tools: MS Excel (Proficient), Salesforce (Intermediate), G-Suite (Proficient), MS Projects (Proficient)
- Teaching & Training: Corporate Training, Teaching, ESL Training, Developing teaching and training content
- Project Management Skills: Contract Evaluation, Risk Analysis & Mitigation, Project Monitoring
- Financial Skills: Costing, Cashflow Management, Financial Statements and Ratios, Financial Modelling
- Soft Skills: Communication, Negotiation, Coordination, Adaptability, Team Management

KEY MANAGED PROJECTS

- Implementation of Oracle ERP System – **Ravi Urban Development Authority (RUDA)**
- Implementation of ERP System – **Federal Government Employee Housing Authority**
- Gilgit Baltistan Safe City – **Gilgit Baltistan Police**
- O&M of Lahore Metro Bus Ticketing System – **Punjab Mass Transit Authority (PMA)**
- Free Solarisation of Houses – **Government of Punjab**
- Installation of Perimeter Security Systems – **Government of Pakistan**

WORK EXPERIENCE

Deputy Manager – PMO| NRTC, Pakistan| Mar 2023 - Present

- Project reporting via summary reports, dynamic Excel dashboards and trackers to ensure real-time project insights for the executive management.
- Led planning, execution and financial management of commercial projects worth more than PKR 8 billion.
- Project coordination and communication across marketing, finance and supply chain.
- Manage project financials such as cost, cash flows and financial feasibility to ensure profitability.
- Improve project management processes to reduce the execution delay by 10-15%.

Business English Trainer| TOOTI, South Korea| Feb 2022 – Apr 2024

- Designed and conducted 400+ hours of business English training to corporate clients.
- Delivered online training sessions to senior management employees of the leading MNC in South Korea.
- Improved client presentation skills by 25% within six months, achieving a 95% satisfaction rate.
- Created training content according to individual objectives and needs.

Program Manager| International Centre of Excellence, Pakistan| Aug 2021 – May 2022

- Led the HND Business Program, overseeing academic content and exam grading.
- Taught 3 courses to the HND Business students and a course in the CMI program.
- Served as a member of the internal verification team during the calibration of the exam grading.
- Forecasted possible new business opportunities based on the needs highlighted by the existing students.

Investment Advisor| Agency 21, Pakistan| Dec 2020 – Jul 2021

- Conducted real estate investment analysis using IRR and NPV to assess project feasibility, leading to PKR 50 million in sales.
- Used Excel to develop financial models and ROI metrics for commercial properties to guide investors.
- Conducted market trend analysis to support client decision-making and reduce risk.

Senior Consultant| iTutor Group, Taiwan| Sept 2017 – Jun 2021

- Developed over 250 English language training sessions for students of early years and adults.
- Provided 500+ hours of online English training, resulting in a 30% improvement in student test scores.
- Offered demo classes to 100 new prospects, resulting in USD 50K additional annual revenue.

Customer Experience Specialist| Motive, Pakistan| Sept 2018 – Mar 2020

- Devised dos and don'ts rubric for the sales and customer success teams.
- Partnered with internal and external stakeholders to improve the overall customer satisfaction ratio.
- Conducted evaluations of customer support and sales teams to improve their performance by 15%.

English Language Development Facilitator| Beaconhouse, Pakistan| May 2016 – May 2018

- Managed the BELT (Online English Language Assessment Test) project as one of the pioneer members.
- Facilitated over 150 teachers on 20 campuses to enhance their English communication skills.
- Conducted 300 on-site training sessions in 2 years.
- Assisted HR in recruiting 200 teachers by assessing their English language skills via BELT.

Visiting Lecturer| Comwave, Pakistan| Dec 2012 – Aug 2014

- Worked as a visiting Business Studies faculty member during my Master's.

EDUCATION

- **MSc. Oil and Gas Accounting** 2014 – 2015
Robert Gordon University, United Kingdom
- **Master of Business Administration** 2012 – 2014
COMSATS University, Pakistan

CERTIFICATIONS

- **Complete Project Management Cycle** 2023
Pakistan Planning and Project Management Institute (Government of Pakistan)
- **Contract Management** 2024
Pakistan Planning and Project Management Institute (Government of Pakistan)