

# MOHD FAIZ KHAN

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## CAREER OBJECTIVE

Experienced Project, Marketing and Business Development Consultant with 14 years of experience, seeking a challenging position in an organization where I can leverage my experience to drive success while advancing my career alongside the organization's growth.

## PROFESSIONAL SUMMARY

I am a highly passionate and results-driven business and leadership consultant, specializing in **Project Management, Business Process Re-engineering, Microsoft Excel Analytics, and Team Leadership**. With over a decade of diverse experience and a strong entrepreneurial spirit, I have been a Business Development Consultant since 2014, delivering innovative solutions to businesses across various industries. My proficiency in **Microsoft Excel Formulas and Data Analytics** enables me to optimize business decisions, drive efficiency, and uncover strategic insights. I have three years' experience developing the market for **Early-Stage Start-ups**. I am deeply passionate about **emerging technologies** and leveraging them across projects to enhance operations and drive innovation. With exceptional **client management skills**, I take pride in fostering lasting professional relationships, maintaining strong connections with clients for over a decade.

## CORE COMPETENCIES

- **Microsoft Technologies**
  - Microsoft 365 Administration.
  - Office 365 – Word, Excel with Formulas and Analytics, and PowerPoint Presentations.
  - OneDrive for Business.
  - Forms and SharePoint Administration.
- **Website Administration**
  - Domain Management – BlueHost.
  - Designing and Hosting – Wix.
  - Business Email Management – Microsoft 365.
  - Google SEO Tools and Keywords.
- **PDF Editing Tools** - Adobe Acrobat DC.
- **Graphic & Video** - Canva Designs, CorelDraw X7, GIMP, Inkscape, OpenShot Video Editor, Audacity.
- Project Management.
- Team Leadership.
- Data Analytics and Visualization.
- Problem Solving and Research-Oriented.
- Client Relationship Management.
- Business Process Re-Engineering.
- Conflict Resolution.
- Business Strategy Formulation and Execution.
- Business Development and Networking.
- Recruitment, Training, HR Policies Administration.
- Interactive Presentations and Product Demos.
- Communication Skills, Personality Enhancement, and Public Speaking Trainings.
- Engaging Content Creation and Delivery.
- Product Brochures and Print Media Designs.

## EMPLOYMENT HISTORY

### Athena Innovations Enterprise, Lucknow

*Oct 2014 to Present*

#### **Business Development Consultant**

Providing Services in five domains:

**Domain#1: Business, Strategy, and Leadership Consulting | Excel Data Analytics, SharePoint, and Microsoft 365 Administration**

#### **Project Achievements (2019–2025):**

- Client base growth of over 300% from 160 clients in 2020 to more than 650 clients in 2025.

- Employee compensation growth with a 90% salary increase from 2020 to 2025.
- Revenue growth of over 300%, scaling from Rs. 3 Million in 2020 to Rs. 10 Million in 2024.
- Product pricing increase of more than 70%, from Rs. 700 in 2020 to Rs. 1200 in 2025.
- Reducing weekly client complaints from over 100 in 2020 to less than 5 in 2025.

#### **Project:**

- Restructuring the existing manual systems using *Business Process Reengineering* techniques to create an Online System through *Microsoft 365 Administration* for capturing the data in *Microsoft Forms and SharePoint* and managing the entire project through AGILE and Lean Project Management Approach.
- Using *Microsoft SharePoint* and *Microsoft Excel* to Analyse the Data and aligning the system to the overall business strategy to deliver business growth and generate insightful Business Reports.
- Strategic Financial Year Planning incorporating a day-to-day Planner for Workload distribution optimizing productivity across key tasks.
- Leading a dynamic cross-functional team of more than 30 employees to execute the strategic planning, and identifying and resolving internal issues to foster collaboration and efficiency.
- Technology integration for streamlining Employee-Client communication.
- Client Relationship Management and Client Feedback system for maintaining a consistent 4/5 rating.
- Establishing a framework of Standard Operating Procedures (SOPs) for routine business operations.
- Creating a Culture of Excellence and Continuous Learning in the Organization.
- Fulfilling the Government Regulatory Compliances.

### **Domain#2: Team Leadership Trainings**

#### **Project:**

- Developing Presentations, Workshops and Self-Assessment Worksheets for conducting Leadership Trainings for employees to increase Average Employee Performance from 2/5 rating to 4.5/5 rating.
- *Focus:* Strategic Thinking, Self-Awareness, Team Collaboration, Adaptability and Conflict Resolution.

### **Domain#3: Personality and Communication Skills Training**

#### **Project:**

- Conducting Personality Enhancement and Communication Skills Trainings.
- Creating specialized Worksheets for participants to capture responses during the sessions.
- Delivering Progress Reports for Individual Participants and Groups Analytics for Management insights.

### **Domain#4: Specialized Workshops for Educational Institutions**

- Conducting Applied Research for Developing Innovative Techniques for Education fulfilling the gaps in Education pertaining to Knowledge, Personality and Communication Skills, and Connecting the Knowledge of various subjects with real-world knowledge.
- Conceptualizing, developing, and conducting presentations and workshops based on Technology, Universe, Origins of Life, Nature, Palaeontology, and Human Civilizations, derived from Encyclopaedias and Documentaries.
- Using Augmented Reality and Mixed Reality Technologies to enhance the content delivery.

### **Domain#5: Creative Services - PowerPoint Presentations, Print Media, Video Editing, and Website Designing**

- Designing PowerPoint Presentations and Videos for Organization Events and Advertising Displays.
- Designing Printed Materials for Farewell Events - Invitation and Title Cards.
- Planning, Developing and Editing the Organization Newsletters.
- Developing Marketing Materials for Flyers, Cultural Event Invites, and Festival Greetings.

### **Laitkor InfoSolutions Pvt. Ltd., Lucknow**

*Feb 2014 to Sep 2014*

#### ***Project Manager***

- Deploying four Web Application Projects with all aspects of process development and execution.
- Understanding the software project requirements and developing the project plan using Microsoft Project and Google Sheets.
- Leading a team of Software Developers and Quality Assurance executives for developing the software.
- Independently engaging with international clients from the US, UK, Ireland, and France, managing expectations and ensuring alignment with project goals.
- Assigning resources and monitoring project progress and delivering progress reports to the clients.
- Taking regular status reports from the project teams, analysing the results, and troubleshooting the problem areas.
- Communicating the issues faced by technical teams to clients and management and resolving the issue.
- Scheduling and prioritizing tasks to ensure timely delivery.

**Project Management Technologies** – Google Workspace, Microsoft Project

- **Project Development Technologies** – Microsoft Azure, Microsoft MVC 4, Ruby on Rails, and Python.

### **MilestonePlusEolutionsPvt. Ltd. , Lucknow**

*Aug 2013 to Jan 2014*

#### ***Business Development Manager***

- Developing marketing and costing strategies for Cloud based School Management System.
- Leading a team of executives for developing the market.
- Briefing the school management about product, conducting demos, and negotiating the deals.
- Costing and Budgeting for Technology Deployment.
- Identifying opportunities to grow business with existing clients.
- Developing marketing materials, proposals, and brochures.

**Technologies** – Cloud based ERP System for School Management and Microsoft PowerPoint.

### **AUROUS Institute of Management, Lucknow**

*Nov 2011 to Aug 2013*

#### ***Brand Manager***

- Building and implementing strategies for admissions.
- Developing and conducting Building-a-Life: Career Awareness Workshop for prospective management students to drive the admissions.
- Communicating with warmth and completeness with the clients and prospective students.
- Designing marketing materials and information brochures.

**Technologies** – Microsoft PowerPoint, Excel, and CorelDraw.

### **Extramarks Education Pvt. Ltd. , Lucknow**

*May 2011 to Sep 2011*

#### ***School Relations Officer***

- Marketing the Smart Class System in more than 250 schools of Lucknow and Kanpur.
- Conducting Product Demos, Finalizing the deals, and implementing the systems in schools.
- Providing after-sales services, and providing after sales support and technical troubleshooting
- Conducting product trainings to the educators and school administrators.

**Technologies** – Smart Class System.

## EDUCATION

<i>Qualifications</i>	<i>College / Institution</i>	<i>Percentage</i>	<i>Year of Passing</i>
<b>MSc. IT</b>	Punjab Technical University	71%	2012
<b>MBA (IT / Marketing)</b>	Amity University	7.78 GPA	2011
<b>BCA</b>	Integral University	81%	2009
<b>Class XII - ISC</b>	St. Francis' College	88%	2004
<b>Class X - ICSE</b>	St. Francis' College	88%	2002

## Professional Certificates

- **AAASP** (Arena Animation Academy Specialist Program) from Arena Multimedia. 2006 to 2009
- **NIELIT** [formerly DOEACC] A-Level Advanced Diploma with A-Grade. 2006 to 2009
- **English and Communication Skills** from Amity School of Languages. 2009 to 2011
- **Behavioural Science** from Amity Institute of Behavioural and Allied Sciences. 2009 to 2011
- **French** from Amity School of Languages. 2009 to 2011
- Developing Enterprise Applications using **.Net Framework** from NIIT. 2008

## ACADEMIC ACHIEVEMENTS

- Scholarship - Outstanding Academic Performance. 2009
- Second position - UPTEC IT Euphoria 2008. 2008
- Event Host - Presentation on UNIX: A Critical Appreciation. 2008
- First position - Networking Presentation. 2008
- Third position - Internet Technologies and Tools Presentation. 2007
- Software Developer - Computer Quiz. 2007
- Highest marks in Computers 96% - St. Francis' College, ISC. 2004
- Highest marks in English 88% - St. Francis' College, ICSE. 2002
- Participation in International Competition for Schools (English) conducted by The University of New South Wales. 1998
- Participation in International Competition for Schools (Mathematics) conducted by The University of New South Wales. 1998

## PROFESSIONAL DEVELOPMENT

- Participation in **Brainstorming Session on National Education Policy 2020: Imperatives and Emerging Prospects** organized by IILM University 2022
- Participation in **Visual Effects (After Effects)** by Dept. of Media & Entertainment of ARENA Animation 2021
- Participation in **Amity Green Horn Military Training Camp.** 2009
- **National Seminar on Distributed Computing and Networking** organized by Lal Bahadur Shastri Institute of Management and Development Studies, Lucknow. 2008

## STRENGTHS

- Integrity and Ethics
- Creativity and Innovativeness
- Continuous Improvement
- Leadership

## HOBBIES

- Reading
- Travelling
- Watching Movies and Cartoons
- Astronomy