

MOHSIN KHAN

ARCHITECTURAL TECHNOLOGIST/SUSTAINABLE
ENGINEER

DETAILS

PHONE

+44 (0)7428913607

EMAIL

mohsinkhan.at@hotmail.com

LINKS

[Portfolio](#)

SKILLS

365:Word, Excel,
PowerPoint etc.

● ● ● ● ●

Revit Architecture.

● ● ● ● ●

AutoCAD Architecture.

● ● ● ● ●

Lumion

● ● ● ● ●

Sketchup

● ● ● ● ●

Enscape

● ● ● ● ●

Buidling Information
Modeling (BIM)

● ● ● ● ●

Technical Design

● ● ● ● ●

Procurement

● ● ● ● ●

Adobe Photoshop

● ● ● ● ●

Architectural Technology

● ● ● ● ●

Tender Preparation

● ● ● ● ●

Regulations

● ● ● ● ●

Management

● ● ● ● ●

PROFILE

I am a hard-working, dynamic, and well-presented individual with strong interpersonal skills and the ability to communicate effectively at all levels. I pride myself on being a selfless representative who approaches challenges with a can-do attitude and an enthusiastic character, making a valuable contribution within any workplace.

Having recently graduated with an Honours BSc in Architectural Technology and an MSc in Sustainable Engineering: Architecture and Ecology from the University of Strathclyde, I have developed leadership skills. Leveraging my solid foundation in communication skills and my relevant work experience, I am actively seeking an opportunity to advance my career in the architectural industry. I am an individual with a proven record of providing exceptional customer service.

EMPLOYMENT HISTORY

Architectural Designer, Cosanti Foundation

USA Arizona

Jan 2023 — Apr 2023

- Working on Design project for the foundation, My Role as Architect for the project was to oversee the new design for the visitor centre my team and I were working on. Along with my individual systems for the project. Ensuring to provide real-life solutions for systems and collecting data for such things as water systems and recycle systems, in order to upgrade for better use for our visitor centre.

Core Investigator , Santander UK

Glasgow

Feb 2022 — Apr 2023

- This Retail required for me to investigate any ongoing complaints for the clients and providing resolutions
- Working through various Systems/software's to audit the client's request. Using the NECOM portal and various portals that allow us to have the data set to Robot to process Multiple queries on the client's accounts.
- Ensuring clients receive any further updates made on their account via Hub or Mail.
- Working along with the Operational team, processing/approving Payments for our clients that require to amend or to have the Investment Hub actions fulfilled. Given support on various portfolios for each client and managing fund, Stock/ISA or share accounts of clients
- Responsible for Audits on Santander client accounts, which is done through the Santander portal.

ISA Manager/Investment Operations, Santander Uk

Glasgow

May 2021 — Feb 2022

- This Role Entails Direct supervise the clients under Investment Hub and the computer skills to obtain success in results. Ie approving any changes on the clients accounts and provide satisfaction to the clients.

- Responsible for Audits on Santander client accounts, which is done through the Santander portal.
- Working along with the Operational team, processing/approving Payments for our clients that require to amend or to have the Investment Hub actions fulfilled. Given support on various portfolios for each client and managing fund, Stock/ISA or share accounts of clients.
- Working on the client's mandate set up, ensuring the client has full validation to make any changes.
- Working through various Systems/software's to audit the client's request. Using the Investment Hub portal and various portals that allow us to have the data set to Robot to process Multiple queries on the client's accounts.
- Ensuring clients receive any further updates made on their account via Hub or Mail.
- The use of Excel is high and customer portals and servicing portal that is to ensure all our client details are correct and creating records for each clients request/action needed.

Mortgage Administration , Santander UK

Glasgow

Oct 2019 — May 2021

- The role entails Numerical and computer skills and the attention to detail needed to succeed in a regulated environment.
- Working along with the administration team, processing/approving documentation for the underwriter for mortgage
- Communicating with the lending and customer to advise for their mortgage application.
- Working along with systems is MAT and portals to deal with the cases
- Having to make sure quality is targeted at 95% above each month
- Gaining communication with my departments through email/meetings to meet customer satisfaction.

Select Department, Santander UK

Glasgow

Apr 2019 — Aug 2019

- The natural ability to treat each customer as an individual and deliver a tailored response
- Problem-solving skills to identify and resolve recurring issues without resorting to short-term fixes
- The confidence to think on your feet and the flexibility to adapt to a wide range of responsibilities.
- A team-based approach to work, and a desire to coach and advise colleagues on best practices and new developments.
- Numerical and computer skills, and the attention to detail needed to succeed in a regulated environment.

Customer Services Complaints , Royal Mail

Jul 2018 — Sep 2018

- Gained a few months of handling customer complaints regarding their experience of using our services while providing them with information that is useful to the customer.
- Experience in finding the solution to each customer's complaints and providing them with full service and compensation for any liability.
- Developing an understanding of the customer's queries. This allowed me to use my interactive skills to find a solution and be responsive to my decisions.

Administration, Student Loan Company

Glasgow

Jun 2017 — Oct 2017

- The considerable growth in the number of applicants' students applying for loans provided an opportunity for sourcing and handling strategies, ensuring that certain targets were met.

- Took responsibility for maintaining the database to record the student's application progress, with a regular meeting with managers throughout weekly
- Customer Services adviser provided a communication skills set for developing the understanding of the customer's queries. This allowed me to use my interactive skills to find a solution and be Responsive to my Decision.

Retail Asistant, Primark

Aberdeen

Oct 2016 — Apr 2017

- I gained six months of retail and sales experience and progressed to a training position while studying at the university.
- Experience with Primark developed team management and leadership skills to communicate with and manage a staff of over 20 people. Implementing improvised basic procedures lead to annual growth, while the main and is to polish communication skills to put them to use as transferable skills.

Brand Representative , Hollister Uk

Sep 2016 — Oct 2016

- Taking the role of Representing the astonish brand and sales experience, understanding the products evaluability of the product.
- Experience with handling the cashier and having management skills
- The considerable growth working on applicant's students applying for loans provided an opportunity to the upon sourcing and handling strategies, ensuring to meet certain targets.

Administration, Student Loan Company

Glasgow

Jun 2016 — Sep 2016

- The considerable growth working on applicant's students applying for loans provided an opportunity to the upon sourcing and handling strategies, ensuring to meet certain targets.
- Took responsibility for maintaining the database to records of student's application progress, with a regular meeting with managers throughout weekly
- Customer Services advisor provided communicating skills set for developing the understanding of the customer's queries. This allowed me to use my interactive skills to find a solution and be Responsive to my Decision.

Administration , Kura - Student Loan Company

Glasgow

Jun 2015 — Sep 2015

- The considerable growth working on applicant's students applying for loans provided an opportunity to the upon sourcing and handling strategies, ensuring to meet certain targets.
- Took responsibility for maintaining the database to records of student's application progress, with a regular meeting with managers throughout weekly
- Customer Services advisor provided communicating skills set for developing the understanding of the customer's queries. This allowed me to use my interactive skills to find a solution and be Responsive to my decisions

EDUCATION

Master: Sustainable Eng: Architecture and ecology, University of Strathclyde

Glasgow

Sep 2022 — Sep 2023

Dissertation: Distinction

Bachelor: Architectural Technology, Edinburgh Napier University

Edinburgh

Sep 2020 — Jun 2022

Dissertation: Second Class Honors (1st Division)

HND: Architectural Technology, City of Glasgow College

Glasgow

Sep 2019 — Jun 2020

Graduated: AA

Bachelor: Architecture, Robert Gordon University

Glasgow

Sep 2016 — Jun 2018

Completion of 2 years

HNC: Architectural Technology, City of Glasgow College

Glasgow

Sep 2015 — Sep 2016

Graduated: AA

INTERNSHIPS

Architectural Designer, Offsite - Ready

Glasgow

Jun 2020 — Sep 2020

Architectural Designer, Timber Development

Edinburgh

Dec 2020 — Jun 2021

Environmental Consultant , Laing O'rourke

Glasgow

Jan 2015 — Jun 2015

Ensure Enviromental pollution is not created during a major earthwork's operation on new hospital development site.

COMMUNITY SERIVCE

Scottish Annual Conference

Glasgow

Media manager - Volunteer

Al-bir Organisation

Glasgow

Volunteer

AWARDS

Asbestos Awareness

Edinburgh

Mar 2022 — Mar 2022

Issued by UKATA

- Associated with Edinburgh Napier UniversityAssociated with Edinburgh Napier University
- In accordance with Regulation 10 of the Control of Asbestos Regulations 2012 and supporting ACoP and guidance L143 managing and working with Asbestos

Certificate of Achievement

Edinburgh

May 2020 — Sep 2022

Issued by ENSA

Mohsin Khan has successfully completed Programme Rep Training.

Certificate off-site ready

Glasgow

Jun 2020 — Sep 2020

Associated with Offsite Ready

Certificate of Appreciation

Aberdeen

Oct 2017 — Oct 2017

Raising over 26k for Orphan in Need

National Award Internship - Laing Orouke

Glasgow

Jan 2015 — Jun 2015

Ensure Enviromental pollution is not created during a major earthwork's operation on new hospital development site.

L I C E N S E S

Asbestos Awareness course

Edinburgh

Mar 2022 — Mar 2022

Asbestos Building Surveys Ltd (ABS)

Associate Member

Chartered Institute of Architectural Technologists (CIAT)