Khosro Alizadeh

US Permanent Resident

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EDUCATION

UNIVERSITY OF HOUSTON, C. T. Bauer College of Business, Houston, TX **May 2021**

Master of Business Administration

PAYAM NOOR UNIVERSITY, College of Business, Tehran, Iran **September 2012**

Master of Business Administration, Major: International Business

Selected Course: Marketing and Market Management, Strategic Management, Management of Organizational Behavior

K. N. T. UNIVERSITY OF TECHNOLOGY, Tehran, Iran **September 2009**

Bachelor of Science in Applied Mathematics

PROJECTS

ANALYZE THE IMPACT OF KM ON CRM SUCCESS, CASE STUDY: TOUR AND TRAVEL AGENCIES

- Conducted research to develop a model to demonstrate the relationship between knowledge management and CRM success.
- Collected and analyzed data from 300 travel agencies to determine the impact of knowledge management on CRM success.

EXPERIENCE

SAFFRON CATERING, Tehran, Iran **2015-2018**

Entrepreneur, Manager

- Restructured accounting and inventory procedures by developing online operational processes and functional frameworks to ensure the availability of raw materials.
- Developed business models to estimate daily, monthly and seasonal sales to reduce costs during low sales periods.
- Led team of 20, including 3 master Persian chefs and 6 accountants and marketing managers.
- Implemented changes to ordering online, decreasing the delivery time from 45 minutes to less than 25 minutes.
- Managed relationships with more than 100 companies and contracting parties, wrote and negotiated contracts.

MIHMAN CATERING AND FORMALITIES, Tehran, Iran **2012-2015**

Manager, Principal Accountant

- Managed catering operations with more than 200 employees and professionals across 5 branches.
- Supervised an accounting team of 5 senior and assistant accountants.
- Utilized the CRM system, and developed an online website to evaluate customer satisfaction.
- Managed the preparation of financial reports for 5 branches, to provide strategic recommendations to managers, resulting in reduced overhead costs. Prepared accounting reports for the Board of Directors.
- Built relationships with 7 recruitment agencies to ensure ready access to professional employees.

GHAVAM PEGAH TOUR AND TRAVEL SERVICES AGENCY, Tehran, Iran **2009-2012**

Technical Manager, CRM Manager, Principal Accountant

- Managed and organized tour and travel services department with 5 employees including hiring, training and developing.
- Created financial reports to prepare annual tax returns.
- Developed an online customer information database of 3000 customers.
- Trained tour and travel sales team with 12 members to improve customer service.

GHALAMCHI PRIVATE INSTITUTE OF SCIENCE, Tehran, Iran **2006-2009**

Mathematics Teacher, Academic Advisor

- Taught mathematics to more than 100 high school students.

ADDITIONAL

Achieved "Technical Management of Tours and Travel Agencies" degree, presented by cultural heritage, handicrafts, and tourism organization, Tehran, Iran.

Earned Accounting Diploma for Tour and Travel Agencies, which is necessary for being Travel Agencies Manager and Accountant.

Proficient in Microsoft Office (Word, PowerPoint, Excel).

Played Iranian traditional music instruments Tar, Setar, and Tanboor for more than 15 years.

LEADERSHIP

Central Council of Mathematical Society, K.N. T. University, **EXECUTIVE DIRECTOR**

Central Council of Music, K. N. T. University, **EXECUTIVE DIRECTOR**

- Organized annual Iranian traditional and classical music concerts with approximately 600 people in attendance.