

# Saqib Younas Khokhar

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*Being an experienced professional with over 10+ years of experience in multinational organization, have managed a diverse portfolio. My experience comprises of Business Operations, Business Planning, Reporting, Data Analysis, Business Insights, Business Development, Corporate Clients & Customers servicing, Collection & Retention, and Team Management.*

*A result oriented professional with proven ability to meet targets in continuous changing and complex environments. I have the ability to work independently and in a group in complex scenarios/work environment. One of the key strengths is the ability to generate business insights from diverse data sources. Process oriented towards business targets achievements and customers satisfaction. My recent job is related to data analysis & provide business insights for driving business operations, solutions and business development. Currently looking for a position to utilize and expand my professional education and prove my skills.*

## Work Experience

### Telenor Pakistan

#### Planning & Reporting Specialist, Reporting & Insights

*May 2018 – Oct 2018 - Central Circle, Faisalabad*

- Responsible to manage business visibility of Regions (Faisalabad & Multan) for Vice President, Central Circle.
- Responsible to recommend areas of improvement in business goals achievements, development and operations.
- Responsible to keep tracking on daily Market float related to financial services (Easy Paisa) & GSM services products.
- Responsible to manage Database for Central Circle Operation teams.
- Responsible to identify issues through data analysis from circle level to retailer level and provide solutions to Belt managers.
- Responsible to design new dashboards and reports development.
- Responsible to automat daily dashboards and existing reports.
- Responsible to provide performance visibility to top Management related to current availability of stocks in central circle.
- Responsible to engage Business Intelligence and technical/system teams to build reporting framework for new and existing reporting.
- Responsible to prepare presentations for top management on weekly basis.

#### Planning & Reporting Specialist, Sales & Distribution,

*June 2017 – May, 2018 – Central- 3 Region, Multan*

- Responsible to provide reporting, data interpretation and quantitative analysis on daily basis to the management and field staff separately.
- Responsible to provide performance visibility for Top Management, Belt Managers, Area Sales Head and Franchise level.
- Responsible to identify improvement areas and provide recommendations and solutions in business operations utilizing various data analysis.
- Responsible to build relationship with stakeholders to develop an effective environment to achieve business goals.

- Responsible to manage planning & Development of designs for sales & distribution growth.
- Responsible to support channels and sales teams to achieve their Business targets.
- Responsible to meet all performance tracking reports deadlines with accuracy.
- Responsible to engage Business Intelligence and Tech/system teams to build reporting framework.

### **Reporting & Analysis Executive – B2C Channels, B2B & Postpaid**

*Feb, 2016 – June, 2017 - Lahore*

- Responsible to develop daily/weekly/monthly reports & dashboards for major KPIs for B2C channels.
- Responsible to provide performance visibility for “subscriber management team” and “customer service centers”.
- Responsible to maintain customer database.
- Recommended areas of improvement in business operations utilizing various analyses.
- Responsible to build relationship with B2C teams to develop an effective information base.
- Responsible to provide reporting, data interpretation and quantitative analysis.
- Responsible to show results both operationally and strategically.
- Responsible to support channels/B2C teams to achieve their Business targets.
- Responsible to meet all performance tracking reports deadlines with accuracy.
- Responsible to engage BI and Tech/system teams to build reporting framework.
- Responsible to respond to analysis and reporting needs within TAT.

### **Business Collection & Servicing (SME/corporate) Executive**

*June, 2014 – Feb, 2016 - Lahore*

- Responsible to Manage Portfolio for SME/SOHO and High ARPU individual subscribers.
- Responsible to achieve monthly collection targets for SME and Individual Customers.
- Responsible to achieve monthly churn targets.
- Responsible to visit customers for good relationship and upselling.
- Responsible to deliver customer services to Corporate & High Profiles customers.
- Designed new and existing processes to achieve monthly collection targets and customer satisfaction at the same time.
- Responsible to manage store items.

### **Business Backend & BlackBerry Support Supervisor**

*March, 2014 - Jun, 2014 - Lahore*

- Responsible to support B2B Relationship staff for corporate accounts.
- Responsible to support POCs of corporate accounts.
- Responsible to assist/trouble shoot of BlackBerry services to the customers.
- Responsible to serve postpaid customers through Web Chat and Email.
- Responsible to design new and existing processes to run Backend operations smooth.

### **CCD Business Contact Center - Business Contact Center Officer**

*April 2009 - March 2014- Lahore*

- Responsible to maintain monthly KPI targets of the entire team
- Responsible to serve customers through inbound calls
- Responsible to achieve monthly upselling targets
- Responsible to manage call center agents during live call landing. (Floor Management)
- Responsible to manage team for their issues related to customer services and live calls.

### **CRD Dealers Support Officer – Contact Center, Lahore**



*June 2008 - December 2009*

- Responsible to assist Franchise staff and Retailers.
- Responsible to communicate customer's issues to concerned departments.

## **AJAX International**

### **Sales Supervisor**

*Oct, 2003 – Sep, 2007*

- Responsible to assist franchises and field staff in selling company products and provide recommendations.
- Responsible to manage stock & organize inventory with accuracy and efficiency.
- Responsible to provided customer services.

### **Professional Skills**

- Data Analysis
- Reporting and Business insights
- Sales Planning & Reporting
- Business Operation
- Business Development
- Vendor Management
- Process Oriented approach
- Administration
- Team Management and Supervision
- Churn Management
- Revenue Assurance
- Collection
- Customer Services
- Portfolio Management
- Complaint Management

### **Computer Skills**

- Excellent grip on Microsoft Excel and MS Word
- Good Presentation skills on MS Power Point
- Reporting Automation
- Create Art designing using Adobe Photoshop

### **Education**

- **Graduation (B.A) - 1996**  
University of the Punjab, Lahore.
- **MCSE (Diploma) - 1998**  
PIRSCA Faisalabad.

### **Training**

- Leadership Training Workshop
- I-Explore

- Working Red
- Several Business Development trainings through Lynda.com and coursera.org

## Achievements

- Winner of Unsung Hero (Most Passionate Employee)
- Designed Info Bank for customer services department
- Designed Easy Paisa Calculator
- Designed Credit Limit Calculator for Postpaid subscriptions in 2012

## Online Certification

- Time Management Fundamentals
- Executive Leadership
- Leadership Blind Spots
- Project Management Foundations: Communication
- Learning Data Analytics

## Personal Information

Father's Name:	Muhammad Younas Khokhar
Date of Birth:	02-Jun-1973
Marital Status:	Married
Religion:	Islam
Professional Experience:	22 Years