

ZIA U. MUFTI

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OBJECTIVE

A position where my system engineer knowledge, sales experience and interpersonal skills can be utilized, which can be beneficial for both the employer and my personal growth.

SKILLS AND ABILITIES

A successful Network Support Engineer, have a successful career in direct marketing for multi-national brand products as well as travel and clothing industry.

EXPERIENCE

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| SEP 2013 – June 2019 | Dress In – Men’s Clothing Store – Owner/Manager – Lahore, Pakistan
Successfully owned and operated a Men’s clothing store for about ten years before migrating to United States in August 2019. |
| Dec 2010 - June2013 | 786 Cellular Zone - Owner/Manager – Lahore, Pakistan
I owned and managed a cell phone sales and repair store in Lahore, Pakistan. Major cell phone brands carried in the store were: Nokia, Samsung, Motorola and Sony Ericsson. |
| Jan. 2008 – Nov. 2010 | Ashrafi Foods (Pvt.) Ltd. Key Accounts Franchise Manager – Karachi, Pakistan
A wholesale food business where I worked as a Franchise manager. My major responsibilities were Strategic planning and deal negotiations to open more Franchise stores in Karachi, Pakistan. I was able to open many accounts for Ashrafi foods and those new Franchises carried Ashrafi products like Ashrafi Flour, Ashrafi Rice etc. |
| Jan 2007 – Nov. 2007 | Desert Gulf Travel and Tours, LLC – Marketing and Operations Coordinator – Dubai, UAE
Developed and maintained outstanding relationships with clients and exceeded their expectations for customer service while securing their travel arrangements.
Carefully listened to and assessed clients' needs in order to create a match for their vacation plans.
Demonstrated consistent ability to close sales and achieve high productivity. |
| March 2005 – Dec. 2006 | Global marketing Services (Put) Limited, Assistant Branch Manager – Karachi, Pakistan
Direct marketing for Unilever, Nestle, Shan Food, Inc. products. It involved door to door introduction and selling of these brand products.
My major responsibility was growth of brands territory in the City of Karachi
Loyalty referrals and repeat business |

March 2002 – Jan 2004

Cyber Internet Services (Pvt.) Ltd, Lahore, Pakistan

Cyber Internet is the largest Internet and Data communication Network services provider in Pakistan. Major Duties Performed were: assisting Network operations and providing outside Customer Support for Dialups, dedicated accounts, multilink, ISDN, VPN and some corporate mail solutions. Improved process flows and problem resolution by tracking customer interactions and escalation.

Observed, documented and captured software configurations to resolve an ongoing issue for a key account as the eyes and ears of the Major Account Support Team.

EDUCATION

2002 – 2003

Diploma In Advanced Network Engineering – Lahore, Pakistan

Training course in advanced networking technologies from National Engineers training services (Pvt) Limited, covering: **Routers, switches, DSL, DXX (Digital Cross Connect), Frame Relay and ATM.**

2000 – 2001

Microsoft Certified Systems Engineer (MCSE 2000) from Soft Logix, Institute of Computer language - Lahore Pakistan.
Microsoft Windows 2000 Accelerated Exam for MCP's

1998 – 1999

Bachelor of Arts (B.A.) - Government College of Science, Allama Iqbal Town, Lahore Pakistan.
Courses taken: Economics, Political Science and English

- Languages Spoken: English, Urdu and Punjabi
- Ability to work under pressure
- Exceptional time management skills
- Capability to adapt new things
- Outstanding listening and negotiation abilities
- Extremely resourceful and diplomatic
- Superb mathematical skills
- Strong team player