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| *Objective* |
| Innovative professional with broad work experience of over 14 years working with global organizations. I seek to climb up the hierarchy of an organization that values, encourages and challenges my skill set by providing an environment where they can be utilized to the maximum and enhanced with new skills. |
| Skills: |
| |  |  |  |  | | --- | --- | --- | --- | | * Sales & Marketing | * Project Planning | * Customer Experience | * Inventory Management | | * Warehousing | * Vendor Management | * Key Account Mgt | * Call Centre Operations | | * Back Office Functions * Supply Chain | * SAP (MM Module) * Digital Marketing | * Logistics * Business Development | * Leadership * Team Building |   *BaadMay (BNPL) Tech Pvt. Ltd. - Aug -2022 till date*  Senior Growth Consultant:  Key Deliverable:   * Being Senior Growth consultant having responsibility to bring years of experience building business and sales teams and work closely with their clients to help them develop systems and processes that are designed to create long-term sustainable growth   *Codistan (Pvt) Ltd. - Jan -2019 till date*  Head of Sales Operations:  Key Deliverable:   * Own all plans and strategies for developing business and achieving the company’s sales goals. * Assists in the development of the sales plan. * Work Collaboratively across team. * Establish the inbound lead requirements needed to meet your sales objective. * Provide full visibility into the sales pipeline at every stage of development. * Establish and foster partnerships and relationships with key customers both externally and internally.   *Experience*  *TCS (Pvt) Ltd. | a* [*TRANZUM enterprise*](http://www.tcscouriers.com/) *- Sep 2017- DEC -2018*  *Manager Retail Sales Operations North:*  **Key Deliverables:**   * Supervising day-to-day operations in the customer service centres. * Responding to customer service issues in a timely manner. * Creating effective customer service procedures, policies, and standards. * Developing customer satisfaction goals and coordinating with the team to meet them on a steady basis. * Implementing an effective customer loyalty program. * Maintaining accurate records and documenting all customer service activities and discussions. * Assessing service statistics and preparing detailed reports on findings * Hiring and training new customer service agents. * Managing the approved budget of the customer service department. * Staying informed on the latest industry techniques and methods. * Responsible to manage company owned retail centers, franchises and agent of north region and motivate them for them for achievement of monthly and assigned yearly targets. * Responsible to maintain retail centers and Franchises outlook as per company define SLA’s. |
| ***Pakistan Telecommunication Company Limited (PTCL) ETISALAT | Dec2008 – Sep-2017***  ***Area Sales Manager: Jan2012 – Sep-2017*** |
| **Key Deliverables:**   * Leading the regional sales team to achieve sales targets of PTCL broad band & wireless products. * Efficiently planning the regional sales for all direct and indirect channels * Paying Regular market visits to gather insights and to devise improvement plans, including time to time area cluster analysis and to gather competition information. * Monitoring the availability and visibility of wireless stock in retail by maintaining required float through regional distributors and increase retail footprint * Governing new business development with focus on high rise buildings to increase PTCL flash fiber footprint * Leading mega sales day and monitor sales teams, door to door activities and brand activations to achieve sales targets * Excelling in cross functional relationship to achieve PTCL’s business goals * Motivating and leading diverse sales teams and indirect sales channels * Being Area Sales Manager develop an overall business plan, including sales strategies and profit goals. This includes performing territory and sales analyses, assessing the results and adjust ting sales strategies accordingly * Develop and manage efficient distribution networks for sales * As Sales Manager held responsible for training sales employees, holding regular conference calls, reviewing team member expense reports, coaching, motivating and supporting the sales team, and ensuring that employees are achieving their sales goals   ***Manager Configuration Centre Operations: Dec 2008-Dec-2011*** |
| **Technical Deliverables:**   * Supervises technical staff who are responsible to provide network connectivity support at subscriber end for smooth network operations. * Assigns daily tasks and ensure that all in-house subscribers’ complaints of EVO and wireless terminal FWT’s should be resolved within define TAT. * Ensure all wireless FWT’s are configured as per network parameters. * Scrutinize configuration of all wireless products with batch and manual approach * coordination with MSC (Mobile switching center) and WIN (Wireless intelligent Network) for data upload * Providing Technical support services for V-Fone-EVDO (REVA, REV B) complaints related to MSC and WIN * Responsible for loading EVDO activation data in PCRM against business partner logins for sale   **Managing Warehouse & Supply Chain Operations: (SAP MM-Material & Management):**  **Warehouse Deliverables:**   * Ensure the warehouse operates at peak efficiency, with customer satisfaction being the primary goal, by supervising, organizing, directing, and training warehouse employees and establishing, monitoring, and managing operation goals * Develop warehouse operations systems by determining product handling and storage requirements, equipment utilization, inventory management, gate processes, and shipping * Train and manage a warehouse team to solve day-to-day operational issues and reach short- and long-term performance goals * Oversee daily operations, while controlling and managing inventory by using (SAP) Material & management module and logistics * Review and prepare workflow, manning and space requirements, equipment layout, and action plans while ensuring productivity, quality and customer service standards are met * Maintain a safe and healthy work environment by establishing, following, and enforcing standards and procedures and complying with legal regulations * Oversee and manage logistics utilized to transport products to customers and internal facilities, communicating with drivers and logistic partners to ensure efficient delivery of packages. * Meet regularly with warehouse leads to review, analyze, and develop actionable plans for productivity and loss prevention * Ensure to supply material to all Sub-Warehouses as per their actual demand to avoid out of stock situation. * Ensure to record sale consumption of 40 sale centers on daily, weekly and monthly basis by coordinating with finance team. * Maintaining documentation and keeping accurate records of warehouse activities. * Have to ensure that sufficient budget should be available for creation of PR and POs with the help of regional finance team.   **Supply Chain Deliverables:**   * Create the company’s supply chain strategy * Analyze data from shipping and delivering processes to find bottlenecks and other issues. * Evaluate and report on KPIs * Monitor logistics to make sure they run smoothly * Maintain supply chain inventory and records * Find cost-effective solutions for supply chain processes * Resolve issues that come up (e.g., delays in delivery, accidents) * Collaborate with other departments to create coordinated plans for business growth * Develop and implement safety guidelines in all aspects of the supply chain (e.g., use of trucks, forklifts). * Ensure supply chain processes meet legal requirements and standards. * Communicate and negotiate with suppliers and vendors to land more profitable deals |
| ***Pakistan Telecommunication Company Limited (PTCL) ETISALAT | Jan 2008 – Dec 2008***  ***Supervisor One-Stop-Shop (Customer Experience Department)***  **Key Deliverables:**   * Assist in generating sales from agents to up-sell and cross-sell. * Researching strategies to further improve the customer experience * Assign sales goals and encouragement to achieve assigned center targets. * Ensure the necessary resources and tools and product knowledge are available for quality service delivery * liaise with company management to support and implement growth strategies * identify and address management for staff training and coaching needs.   ***Mobilink GSM (PMCL) ORASCOM Telecom | Feb 2006 – Jan 2008***  ***Associate IRU (Customer Experience Handling Department)***  **Key Deliverables:**   * I was responsible for checking and resolving all switched based complaints for GPRS (local-International Roamer Subscribers). * Ensure to resolve Network Call Connectivity compalint during the shift so that customer will not call again for the same (FCR). * Ensure all IN based compalints (Intelligent network) are resolved with customer satisfication and acceptnce. * Ensure Blackberry complaints will be resolved on top periority by coordinating through other department and subscribers. * Administer Subscriber on SIEMENS SHLRs (Switch) directly * Catering MIS operations including work force management, DATA Analysis of daily, weekly and monthly reports, call flow analysis, Roster management * Performing Subscriber Administration related activities on MOTOROLA switch based solution application i.e. HLS (Home Location Server)   ***Blackberry Services***  **Key Deliverables:**   * Creating & registering Blackberry services on Blackberry Server like BIS, BES and BES+. * Integration of personal pop3 e-mail accounts. * Integration of Business e-mail accounts. * Blackberry Enterprise Activation. * Synchronization of Data with other Devices. * Backup & Restoration of Blackberry Data. * Internet Settings to access internet via Blackberry as Modem. * Direct interaction with end – user Blackberry Clients for their technical assistance.   ***Pakistan Telecommunication Company Limited (U-Fone) | May 2004 – Feb 2006***  ***Backup Team Leader – Customer Experience Department:***  **Key Deliverables:**   * Telephonic interaction with the customer as per defines standard operating procedures. * Deadline compliance of all short-term assignment or tasks assigned by the Team lead. * To follow up on all cases pending due to support department. * To ensure that all letters/emails pertaining to existing customers are called back/ replied back. * To ensure that all the legitimate adjustments pertaining to post-paid and prepaid customer are posted accordingly.   ***COMCEPT (Pvt) Ltd. | Apr 2004 – August 2004***  ***Software Support Engineer***  **Key Deliverables:**   * Performing pay-phone’s network management system NMS, SMNS configuration. * Pay-phone’s Monitoring System (PMS) installation. * Troubleshooting * Hardware Assembling, Troubleshooting, and Software Installation * Support of Dot Matrix Printers, Laser Printers, Line printers such as Printronix and IBM * Networking and Cabling with UTP and BNC * Support of Local Area Network * Internet (Browsers, Chat Software’s, other NETWORK Software’s) * Microsoft Windows 2000 Professional / Server   ***Education***  ***MIT***  Masters in Information Technology  ***Technical Skills and Training***   * SAP (MM) Module: Material& Management – Warehouse Management by **SIEMENS**. * ISO 9001 – 2000 QMS Statistical Quality Control by PIQC * ISO 9001 – 2000 QMS Internal Quality Auditing by PIQC * ISO 9001 – 2000 QMS Awareness, Documentation and Implementation by PIQC * The Service Leadership Workshop by **RON KAUFMAN**. * Customer Call Agent by CONSULTUS (Management Consultants) * Leadership Competency Framework * Leading Teams Training * Team Building for Performance Excellence Workshop   ***Honours and Awards***   * Awarded certificate for best employee of the year on achieving highest **SALE** target **(2015-2016)** in PTCL. * Commended and Appreciated for Exceptional Performance while employed with Mobilink. * Awarded One week Dubai trip on achieving financial sale target in TCS. * Nominated for delivering training across the board for configuration of multi-branded wireless products in PTCL. * Nominated for delivering training of wireless post-pay module across the board in PTCL   ***Professional Excellence***   * Trained associates across the board to provide network technical support to end users of wireless services. * Deployed I*n-house Build software* in configuration centres to configure wireless confidential data. * Improved inventory accuracy by 100% by implementing effective policies in sub-warehouses. * Implemented SOPs for all receiving goods ends, so that accountability will be fixed. * Effective utilisation of manpower and company resources. * Improved data visibility for employees so they fully comprehend company procedures hence increasing productivity.   ***Projects***   * Restructuring of PTCL Customer service centres in to “ONE STOP SHOP”. * Replicate Configuration Centres model for wireless products across the board. * SAP MM Module (Planning and Implementation). * Punjab Government IT Lab’s in Dry Areas. * HEC EVO distribution project across all universities of Pakistan * V-Fone Post Paid. * Dry Area for wireline services. * EVDO (REV A and REV B and char-ji). * NTC Wireless.   ***References***  *1: Shafqat shah 0334-9555466*  *2: Asghar Ali 0300-5566667* |
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