

CURRICULUM VITAE

MUHAMMAD SUMAIR

D1, new pnt, near altamash dental hospital, behind madina arcade Karachi.

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OBJECTIVE

To seek a career oriented position in a dynamic organization to strengthen my frontier of knowledge and to endow my expertise for sake of the success of organization in which I will work.

STRENGTH

- Able to maintain the level of commitment with high efficiency under any work load & to comply with plans to achieve organizational objectives.
- Able to develop team co-ordination & professional relationships among different teams.
- Interested in process improvement.
- Use initiative to develop effective solutions to problems.
- Capable of working in a dynamic and fast-paced environment.

WORK EXPERIENCE

Date
Current Position held
Organization
Responsibilities

October 2013 to Date...

Assistant Manager Complaints & Communications.

Bahria Town (Pvt.) Ltd. Pakistan

- Effectively managing complaints and communications department, supervising teams and regular operations.
- Conducting capacity building trainings for effective complaint management, customer care & satisfaction. Setting internal and external corporate communications standards to maintain corporate identity.
- Effectively supervising team for management of 1000+ complaints on regular basis. Successfully reduced average customer call time to 3 minutes.
- Working as an Assistant Manager
- Worked as a Complaint Cell Supervisor. – Jan2017- Dec2017
- Worked as Complaint Cell and Marketing Executive. – June2016 - Jan2017
- Worked in Q.C and verifications Department. – Feb2015 - May2016
- Worked in Sales Department. – May 2014 - Jan2015
- Worked in Operation Department. – Dec2013 -April 2014
- Worked in Data Centre Department. – Oct2013 - Dec2013

Date
Position held
Organization
Responsibilities

September 2012 to October 2013

Accountant.

Qadery Arts

- Prepares payments by verifying documentation, and requesting disbursements.
- Prepares special financial reports by collecting, analyzing, and summarizing account information and trends.
- Maintains customer confidence and protects operations by keeping financial information confidential.
- Contributes to team effort by accomplishing related results as needed.
- Prepares asset, liability, and capital account entries by compiling and analyzing account information.
- Documents financial transactions by entering account information.
- Guides accounting clerical staff by coordinating activities and answering questions.
- Reconciles financial discrepancies by collecting and analyzing account information.
- Secures financial information by completing data base backups.

Date
Position held
Organization
Responsibilities

March 2012 to September 2012

Office Assistant

Nayab international.

- Forwards information by receiving and distributing communications; collecting and mailing correspondence; copying information.
- Maintains supplies by checking stock to determine inventory levels; anticipating requirements; placing and expediting orders; verifying receipt; stocking items; delivering supplies to work stations.
- Maintains equipment by completing preventive maintenance; troubleshooting failures; calling for repairs; monitoring equipment operation; monitoring and purchasing meter fund.

- Maintains office schedule by picking-up and delivering items using automobile
- Serves customers by backing-up receptionist; answering questions; forwarding messages; confirming customer orders; keeping customers informed of order status.
- Updates job knowledge by participating in educational opportunities
- Enhances organization reputation by accepting ownership for accomplishing new and different requests; exploring opportunities to add value to job accomplishments.

Date
Position held
Responsibilities

November 2010 to February 2012

Event Organizer (Self)

- I was responsible for making a proper plan in which event organizer specifies all necessary points like budget, timesheet, supplier of goods, venues and team member.
- I was responsible for replying to all queries raised by the client and make sure that all events are taking place smoothly.
- From safety point of view I was also responsible to be ensured about insurance and legal formalities are completed by the client.
- I was responsible for providing a fabulous look to the event taking place by instructing to interior decorators.
- I was responsible for managing all other services like catering, decorating of place and lightening.
- I was responsible for selecting room layouts with entertainment facility for chief guests.
- To select an anchor, is also a part of my responsibility who introduces all guests for the reason of event organizing.
- I was responsible for communicating with designers and client to finalize the brand of event with the responsibility of searching several ways to advertise the events so that the event would be promoted at highest rank.

Date
Position held
Organization
Responsibilities

February 2009 to January 2010

Officer

HBL

- Worked in different department to get maximum exposure.
 - Cash Department,
 - Clearing Department,
 - Utility Department.
 - Operations Department,
 - Remittance Department.

QUALIFICATION

Date
Degree awarded
Name of Institute

2018

Bachelor Of Commerce.

Federal Urdu University Karachi. (*Affiliated with Federal Board*)

Date
Degree awarded
Name of Institute

2009

Intermediate (Commerce)

Board Of Intermediate Education Karachi. (BIEK)

Date
Degree awarded
Name of Institute

2007

Matriculation (General)

Board Of Secondary Education Karachi. (BSEK)

COMPUTER SKILLS

- ♦ MS Office (MS-Word, MS-Excel, MS-PowerPoint)

INTEREST & HOBBIES

- Travelling, Sports.
- Reading Article
- Listening to music

PERSONAL INFORMATION:

Date & Place of Birth
Nationality
Languages
CNIC

14th March 1992, Karachi
Pakistani
English, Urdu.
42301-9227202-1

Marital Status	Married
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