**Syed Muhammad Hassan**

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**Objective**

To be part of a reputable organization that would allow me to share my knowledge and professional experiences and more pertinently, enhance my intellectual capabilities.

**Experience**

1. **Executive Assistant** at Institute of Business Administration (IBA) from Dec 2015 onwards now

* Assist department chair in daily administrative functions and with undergraduate and graduate program operations, including scheduling and faculty assignments.
* Assist departmental faculty in academic matters in such areas as reviewing academic records, international student issues, and course assignments.
* Coordinate all academic advising for students and prospective students in the department.
* Train and provide consultation to faculty advisors; advise undergraduate students with majors in department.
* Write and edit department program informational materials and present informational programs to students.
* Assemble data, prepare administrative reports and handle communications for Department Chair as requested.
* Coordinate faculty recruitment and hiring, including tenure track and other instructional faculty.
* Provide initial contact for prospective students and parents and orientation for students in department majors as assigned.
* Coordinate graduate assistantships and compliance with laboratory research issues.
* Review and recommend changes in internal operating and academic procedures, as necessary.
* Assist in resolving problems and responding to questions concerning academic department.
* Coordinate departmental information and processes with various campus departments.

1. **System Support Engineer** at Inbox Business Technologies from Oct 2014 to Nov 2015
   * Manage and monitor all installed systems and infrastructure
   * Install, configure, test and maintain operating systems, application software and system management tools
   * Proactively ensure the highest levels of systems and infrastructure availability
   * Monitor and test application performance for potential bottlenecks, identify possible solutions, and work with developers to implement those fixes
   * Maintain security, backup, and redundancy strategies
   * Write and maintain custom scripts to increase system efficiency and lower the human intervention time on any tasks
   * Participate in the design of information and operational support systems
   * Liaise with vendors and other IT personnel for problem resolution.
2. **Senior Sales Consultant** at hHelios Pakistan from Nov 2013 to Sep 2014

* Identifying new sales leads.
* Pitching products and/or services.
* Maintaining fruitful relationships with existing customers.
* Researching organizations and individuals online (especially on social media) to identify new leads and potential new markets.
* Researching the needs of other companies and learning who makes decisions about purchasing.
* Contacting potential clients via email or phone to establish rapport and set up meetings.
* Planning and overseeing new marketing initiatives.
* Attending conferences, meetings, and industry event.
* Preparing PowerPoint presentations and sales displays
* Contacting clients to inform them about new developments in the company’s products
* Developing quotes and proposals
* Negotiating and renegotiating by phone, email, and in person
* Developing sales goals for the team and ensuring they are met
* Training personnel and helping team members develop their skills

1. **Business Development Executive** at Harvest Top worth International from Dec 2012 to Oct 2013

* Generating leads and turning them into opportunities for sales.
* Contacting potential customers via telephone, email and face to face.
* Working to KPI’s and revenue targets as set by the sales director.
* Arranging meetings with prospects in order to demonstrate products.
* Negotiating prices with potential customers and closing sales.
* Identifying opportunities for new business within the market.
* Paying attention to competitors and their activities within the industry.
* Building long term relationships with new and existing customers.
* Ensuring all administration relating to sales is completed effectively.
* Working closely with other departments and finding opportunities to cross sell.

**Education**

* **Masters in Human Resource Management University Of Karachi**

August 2016 – August 2018, 1ST Division

**Final Year Project:**

I made a YouTube channel regarding Human Resource Management in my final year project. The link is

[https://www.youtube.com/channel/UCI9R4amOFc\_ZD02jeNwvYCw/videos](https://www.youtube.com/channel/UCI9R4amOFc_ZD02jeNwvYCw/videos?view_as=subscriber)

* **Bachelor’s in Computer Science University of Karachi**

Jan 2010 -- Dec 2013, 2ND Division

* **Intermediate (Pre-Engineering) Jinnah Sindh Govt. Science College**

Jan 2008 -- Dec 2009

* **Matriculation (Science) Cosmopolitan Grammar School**

Jan 2006 – Dec 2007

**Certification Courses**

1. **Entrepreneurship Development Program** from Institute of business administration (IBA).
2. **Applicative Six Sigma – Green Belt Level** from Institute of business administration (IBA).
3. **Microsoft Office** from Sindh Educational and Technical Board.
4. **H.R Development Program** from Institute of Business Administration (IBA).
5. **Microsoft Certified I.T Professional** from Computer Training & Testing Centre (Pvt) Ltd.
6. **Interactive English** from Institute of Business Administration (IBA).

**Skills**

**Programming**

* Critical Thinking: Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
* Complex Problem Solving: Identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.
* Active Learning: Understanding the implications of new information for both current and future problem-solving and decision-making.

**Technical**

* High expertise in MS Office.
* High Expertise in Adobe Photoshop.

**Organizational**

* Team Management
* Good Communication skills
* Convincing Power
* Can work under pressure, stress and deadlines
* Negotiating & customer service orientation

**Other skills**

* Quick Learner
* Self-Motivated
* Problem solving
* Flexibility
* Technical skills

**Languages**

* English
* Urdu