

Syed Umair Ahmed



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SUMMARY

- 12 Years of ISP, Telecom Customer Care, IT Support, and Technical Field Operations experience. Solution-driven
- professional with experience in managing large scale network operations. A professional background and high attitude of
- managerial skills on huge subscriber data regarding telecommunication projects and Field operations.
- Proven achievements in Customer Care operations, Project Management, Staff scheduling, Technical Complaints Handling,
- Team management and team building.
- Adaptable and flexible and has the willingness to learn new skills to get a job done; essentially an excellent team player

AREA OF EXPERTIZE

- Customer Service Management.
- Corporate Client handling
- Macbook pro OS Installation

- Network Management System.
- Client network solutions

- Team buiding & Training
- B19 Cloud installation

ACADEMIC QUALIFICATIONS

Degree	Year	Institution	Remarks
BS/CS	2014	Federal Urdu University For Arts, Science and Technology	Passed
Diploma Electronics	2010	GCT College	Passed
SSC	2007	The Citizen Foundation	Passed



AAlogics Software House

Software House Laptop Macbook pro System Support Installation It management Loan management Oddo Application
Erp Support -Ubuntu Support



Cyber net private limited pakistan 2019-2023 Team lead
Access department and optical fiber splicing unit Supervisor At
Network infrastructure Deployment



Qubee Broadband - Augere Pakistan- 2012-2019

Complaint Resolution Office- Field Engineering Unit (South)

Managing Below mention Teams

Corporate Network infrastructure
Deployment

Wi-max Field Operation Team
Project/Installation Team
Corporate Fiber Team

Associated in revamping Key Performance Indicators (KPIs) in Field Force South.
 Monitoring performance Of Field Team and bringing Efficiency in their repeated and routine work.
 Advocate the Network Relocation Project to address coverage and capacity issues by relocating sites in liaison with the technical and engineering team.
 Network Monitoring (Huawei M2000 and ORION for transmission)
 Manage Field Teams monthly KPI
 Automation of Reports to minimize the complaint TAT.
 Ensure effective cross departmental coordination for timely resolution.
 Manage Corporate Installation and Complaint for South R
 Cloud system manage network configuration
 Monitoring Coverage Issue, Network Issues, Capacity Issues, BTS Relocation and NMS (NMS Huawei M2000).
 Responsible for three major KPI's Technical Visits, Retention and IT Support
 Increasing the efficiency of the complaint resolution by reducing the TAT.

90% monthly average Retention using Customer Retention Programs at Field level to control churn related to technical Issues

Increase in Quality Visits of Field Team from 90% to 95%as compared to previous year using QA Audits and report Automation

Providing guidelines to RF Team for optimum Coverage and Customer Retention with magical Experienced and smooth Optimization.

Customer's requirement analysis and implementation.

Crises management – Coped with crises situation like high number of absentees, law & order situation in the city, emergency shift swaps and reconciliation of forecasted and available manning.

Provide support on configuration of DVR cameras, port forwarding on client request

Making internet connectivity and policy in servers, such as ISA, win gate.

Kali Linux Operating futures

Diagnosis of desktop, application, networking and infrastructure issues.

Responsible for supporting: Windows XP/Vista/Windows 7/ Office 2003 and 2007, Windows Server Backup products, LAN and WAN, Remote access



Electrical Power Generation One Year Operating

ACHCIEVEMENTS / PROJECTS



It infrastructure solution corporate office

B19 cloud installation

**Cloud Wi-Fi Provisioning/ Wi-Fi Testing/Basic Network
 Security Provisioning/Multiple ISP provisioning for load
 balance and failover/MDF Box setup**

Network Installation/Basic Network Policy Provisioning/

Bio Data

Father's Name Syed Zaheer Ahmed
Passport number. MQ5120261

REFERENCES

This resume is only a brief summary of my qualification I will try my best to work for your Organization with dignity and courageously with my all talents and ability. Authentic and sound reference will be provided as and when required.