

Syed Umair Ahmed
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SUMMARY

- ☐ 08 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
- ☐ Network Management System
- ☐ Team building & Training
- ☐ Complaint Handling & Resolution
- ☐ Performance & Quality Standards
- ☐ Field Operations Management

ACADEMIC QUALIFICATIONS

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

PROFESSIONAL EXPERIENCE

Cyber net private limited pakistan 2019-till
Access department and optical fiber splicing unit

Qubee Broadband - Augere Pakistan- (Feb2012 to Jan 2019
Complaint Resolution Office- Field Engineering Unit (South)

Managing Below mention Teams

- 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

Qubee Broadband - Augere Pakistan- (Feb2013 – Oct 2017)

Field Engineer -Field Engineering Unit

- 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

Kunn Solution - (Aug 2011 – Nov2011)

- 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

ACHIEVEMENTS / PROJECTS

Electrical Power Generation One Year Operating

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EXTRA CURRICULAR ACTIVITIES

- ☐ Cricket
- ☐ Running
- ☐ Badminton

PERSONAL INFORMATIONS

Father's Name	Syed Zaheer Ahmed
Nationality	Pakistani
Marital status	Single
Cnic.	42101-1650026-9
Religion	Islam
Date of Birth	19th may 1990

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.