Address: - FLAT NO: C-201 SONERI APPARTMENTS,

BLOCK-12, GULISTAN E JOHAR,

Karachi, Pakistan.

Mobile #:- 0312-2956084

**SIRAJ AHMED SIDDIQUI**

**Objective**:

To seek challenging experience from a supportive learning environment in the beginning and thereafter reaching the highest level of professionalism in business management, blending it with modern management practice.

**Professional Experience:**

Nov 2018 Till to date **M/S Comtech Computers**

* Install and configure computer hardware operating systems and applications
* Configure LAN, WAN, Routers and switches
* Monitor and maintain computer systems
* Basic troubleshooting of systems
* Repair and recover from hardware or software failures
* Windows installation

June 2010 till Sep 2018 **M/S NEXTEL COMMUNICATION (Qubee Internet Distributers)**

* Supervision the entire group members subordinate to achieve the desired target as per the higher up’s requirement.
* Responsible to handle overall customer related queries.
* Monitoring day to day installation M.I.S. manually and computerized.
* Confidently customer handling and briefing them complete product benefits.
* Streamlining the process flow to ensure quick turnaround time for providing better services to the customer.
* Quality check up according to other Broadband Services.
* Quick responses on the customers complain and provide hassle free services to customer.
* Training and briefing the new hires for development of product knowledge.
* Maintaining Sales MIS on Daily / Weekly basis & then compiling it into Half Yearly Report.

**Key Responsibilities:**

* Handle processing work.
* Computerized & Manual daily M.I.S.
* Customers Handling (RSO).
* Managing team.
* Recovery Section.

**Educational Qualification**

* (2015) B.COM From Federal Urdu University.
* (2003) Intermediate from Govt. Premier College.
* (2001) S.S.C. from Matric Board of Karachi.

**Professional Experience**

**Computer Skills / Knowledge:**

* Proficient MS-Excel, MS-Word, MS-Office,
* Windows 95/98/2000/XP/ME/NET Browsers.

**References:**

Will furnish upon request.