



ENGR. SAEED AHMAD (+92 301 8776700)

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- LinkedIn: <https://www.linkedin.com/in/saeed-ahmad-8b9293185/>
- PGD (30 Weeks Professional Course ADE) in Administration, Management and Leadership
- Bachelor of Engineering in Electrical, Electronics & Communication
- More than 20 Short Training (1-6 Days) in Administration, Management, Leadership, Business Acumen, Business & Facilities Administration & Operations, Projects Management, Customer Care & Relationship, Communication & Coordination

Career Objective:

To Orient my Career for a suitable Position in an ambitious, Dynamic and Vibrant Organization Where I can utilize my Experiences, abilities & Skills and grow professionally With the Organization

Career Summary

- 15 Years Experience as Manager Administration at **Xad Technologies LLC , Dubai, UAE (IT & Telecom Solutions, HR and other Facilities Services Provider)** and Manager (Business & Facilities Administration & Operations) at **state owned Organization Pakistan Telecom Company Limited Pakistan (An International Level Known Company Providing Services of Telephone, Internet, IPTV etc in whole Pakistan registered with Stock Exchange , Shared & fully Managed by Etisalat Group UAE)**
- 7 Years Experience as Supervisor Facilities / Telecom Technician at PTCL Karachi Pakistan
- A highly Organized & Consistent Individual and a fully Committed, Capable, Result Oriented and Confident Manager / Administrator having the required Vision, ability and drive needed for successful Management with experience of leading high Performance Teams and of successfully increasing efficiency and Productivity whilst reducing costs and inefficiencies.

Career History:

(Manager Administration at XAD Technologies LLC, Dubai, (03-09-2019 to 16-11-2019)

1. Chaired Disciplinary Action, Customers Relationship and Quality Management Committees of Organization and resolved issues of Staff, Customers and Quality on priority
2. Performed as Head of Administration and Supervised Overall Administration, Management and other functions of Organization (Head Office & Field Offices)
3. Managed Effective Communication & Coordination with all Stake holders
4. Managed Effective Coordination & Support in the hiring of new Staff
5. Lead Multiple Teams having following Tasks & Assignments.
 - Managing Attendance system on Bio Metric for Head Office and partially for Project Field staff
 - Dealing with visitors and maintaining their records / data
 - Dealing with incoming email, Telephone calls and post , often respond on behalf of the Senior Management
 - Managing printing of Company Letter Pad and Management Business Card
 - Organizing the office layout and maintain supplies and equipments repair and replacement
 - Coordinating to make Contracts with Office & residence Camp Owners as well as Suppliers
 - Managing Accommodation and House Keeping arrangement for Managers, Staff and workers
 - Managing Purchase & Procurement and inventory at Ware House to provide required resources to multiple Project Teams upon their request after due process and formal approval
 - Managing Logistics for Collection and delivery of Materials to various Project sites
 - Managing Operations & Maintenance of Company Owned & Rented Vehicles
 - Coordinating for well in time payment of utility bills and Supplier dues
 - Designing and implementing filing systems and uploading all official documents in Google docs

(Manager Business & Facilities Administration & Operations (22-05-2002 to 31-12-2016)
at Pakistan Telecommunication Company Limited, Pakistan

1. Performed as Head of Business & Facilities Administration & Operations at District Level
2. Supervised overall Administration, Management, Operations and all other functions of Organization as below

Administration, Human Resource Management and Customers Management

- Managed Effective Communication & Coordination with all Stake holders
- Organized Effective Coordination & Support in the hiring & coaching of new Staff
- Managed Skills Development Program and achieved the task to counsel, coach & train more than 200 employees to improve their Skills, abilities, Capacity and Performance
- Lead Change Management Program and achieved the task to change mindset of more than 100 employees to play their role with Professional Integrity, Team work, Loyalty to the Company and Customer Satisfaction strategy resulting continuous enhancement of customer base, Revenue and Profit which was Prime objective of Organization
- Undertake Staff Performance reviews and identifying weak areas need to improvement
- Managed HR and Financial Controls to ensure the profitability and revenue earnings
- Performed restructuring and redesign of Organization for optimum use of HR resources
- Managed Employees welfare Program to equip them with Necessary facilities
- Managed Attendance and Leave of Employees (Office and Staff Discipline Management)
- Performed role of Bridge among Employees & Management to resolve disputes on priority
- Developed Culture of Customer Care by Effective Administrative Procedures and Technology Up gradation
- Administered Collecting and storing information using Computer and filing System.
- Performed Suppliers & Vendor Management
- Managed Logistics arrangement to pick the material from Regional Store and distribution to various sites as per requirement
- Managed Operations & Maintenance of Company owned Vehicles as per Company policy

Business Development and Projects Management

- Supervised Planning, Development and Implementation of Telecom Projects and achieved task of successful transformation of Legacy Copper Network with Hybrid MSAGs & GPON and rehabilitation of 10K Pairs and last mile loops as per PTA Standard
- Managed Operations and Maintenance of Telecom Switching & Transmission Systems and Access Network from Telecom Central Office to Customer Premises
- Managed operations and Maintenance of Power resources (main & Backup) required to Telecom Systems and Access Network
- Lead multiple Teams and managed workforce by Smart & Efficient planning, directing, Coordinating and Liaising various departments to provide fast and quality base Telecom Services (Telephony, Internet, IPTV, Leased cct) to Normal and Corporate Customers
- Managed Business Development by supervising various Programs & Business activities

Facilities Administration & Operations Management (50+ Scattered Building of Telephone Exchanges, Data Centers, Customer Services centers, Guest Houses, Residential Houses & Villas, Grounds etc

- Managed day to day Operations and maintenance of various facilities like electricity with backup source, Water , Air conditioning, sanitation, fire safety etc to meet employees health , safety and welfare requirements & compliance
- Advised people on energy efficiency issues
- Helped out to drive Operational change for better Business performance
- Lead Multiple Teams being single point of contact for all facilities management issues
- Developed maintenance plan
- Made recommendations for Operational & capital expenditures

- Reported to Senior Managers on budgets and resources
- Put out tenders for Service Providers
- Proactively Managed Service Contractors across multiple sites being incharge of the Contract Management of hard and sot services
- Managed third party contractors and agency staff work performance across various premises
- Ensured that relevant building maintenance , repairs and services are completed efficiently, on Time and budget
- Implementing incident management plans
- Performed Accommodation and House Keeping Management by allocating space for Equipment Installation, Staff / Employees seating, Rooms for Guests and residential house / Villa to employees and maintaining its record
- Managed other essential central services such as security, cleaning, waste Disposal, Parking and vending

**(Supervisor Facilities / Telecom Technician (03-09-1995 to 21-05-2002)
at Pakistan Telecommunication Company Limited, Karachi Pakistan)**

- Managing Operations and Maintenance of Telecom Systems & Equipments and Access Network as well as main & backup power resources
- Managing day to day Operations and maintenance of various facilities like electricity with backup source, Water , Air conditioning, sanitation, fire safety etc to meet employees health, safety and welfare requirements & compliance
- Managing routine periodic fire safety checks
- Advising people on energy efficiency issues
- Performing / Conducting Preventive repairs and Maintenance Checks
- Ensuring the highest possible standards and service is received from third party companies
- Coordinating and facilitating workflow
- Coordinating and Managing other essential central services such as security, cleaning, waste Disposal, Parking and vending
- Keeping track of personnel's working hours and absences
- Assisting with Furniture and equipment removal and Assembly
- Assisting to Manager for Preparation of Various reports

Professional Skills & Competencies

- Effective Teams & Workforce Management and Supervision
- Administration and Human Resource Management
- Office and Staff discipline Management
- Facilities Administration and Operations Management
- Customer Care, Support Services and Relationship Management
- Effective Communication and Coordination

IT Skills

- MS Office
- **SAP, CRM & Maximo**
- Internet, Email and Social Media

Professional Membership

- Member of Pakistan Engineering Council as Professional Engineer
- Member of International Association of Engineers as Professional Engineer

Languages:

English, Urdu, Saraiki, Punjabi, Hindi

