# **Ahsan Malik**

House # C-191, Shamsi Society Karachi

Cell: 03360872128 e-mail: [iamthebest707@yahoo.com](mailto:iamthebest707@yahoo.com)

OBJECTIVE

To work in a competitive environment, aggressively grow and contribute towards company goals by undertaking professional challenges.

PERSONAL

FATHER’S NAME : Muhammad Saleem

DATE OF BIRTH : 21st August 1986

N.I.C. No. : 42201-2080706-9

Academic Profile

**Master in Computer Science (MSCS)**

IOBM (Karachi)

**Bachelor in Computer Science (BSCS)**

Bahria University (Karachi)

**F.Sc (Federal board)**

Bahria College Karsaz (Computer Science)

**S.Sc (Federal board)**

Bahria College Karsaz (Pre – Engineering)

SOFTWARE & technical skills

* C,C++ (Object Oriented)
* C# .Net (Windows Programming, Object oriented)
* HTML
* MS Project
* MS Office
* SQL Server 2005/2008/2012
* Visual Studio 2003/2005/2008/2012
* WordPress
* QuickBooks

Experience

* **Team Lead - Technical Support** Hyper Data Computing (October 2016 till Present)

**JOB RESPONSIBILITIES:**

* + Ensure continued and efficient resolution of client issues.
  + Evaluate technology problems and create manageable solutions.
  + Leverage advanced knowledge of product to carry out product design through the entire software life cycle
  + Monitor and assist changes in system design and architecture.
  + Work closely with Sales and Marketing to define and deliver new features and enhancements.
  + Anticipate and react to major technology changes to ensure the maintenance of company’s product in the competitive landscape
  + Develop a team of technically sound professionals while providing them a conducive working environment.
  + Develop the technical growth roadmaps for every team member.
  + Providing guidelines and helping the team to grow technically as per the defined roadmap.
  + Working with HR to improve team’s soft skills.
  + Developing successors and backups to ensure deadlines are not impacted and continuity of business as usual while individuals are progressing to new levels.
  + Hiring & Retention of key technical individuals.
  + Establish and implement company-wide standards and practices related to the organization’s technologies
  + Establish technical standards and ensure adherence to them.
  + Consistently evaluates technical efficiency and makes changes as necessary.

**Sr. Technical Support Engineer** E-BizSoft (June 2013 till September 2016)

**JOB RESPONSIBILITIES:**

**E-Bizsoft’s main office is located in Florida, USA, catering to the developmental work mainly for the US market, as well as a few international customers.**

* + Assist in developing technical architectures and overall solution architectures in Project devlopment.
  + Provide support to pre-sales/functional team in pre-sales phase and proposal generation.
  + Provide inputs regarding capabilities and functionalities of products to clients.
  + Document and administer design and development, making sure that quality development artifacts are delivered on time.
  + Provide training to partners/customers.
  + GoLive and initial post golive support.
  + Timely collabaration with customers to resolve technical issues.
  + Provide software updates/upgrades.
  + Testing new updates and configuring them.
* **Team Coordinator(Technical Support WiMAX)** at Mobilink (July 2012 till May 2013)

**JOB RESPONSIBILITIES:**

* + Managing a team of 12 Technical Support Engineers.
  + Responsible for efficient Service Level of Complaints.
  + Coordination with relevant teams in case of major Network Outages.
  + Testing of different WiMAX CPE’s during a Network Outage.
  + Inter Department coordination for resolution of prolonged technical issues.
  + Conduct Technical Training sessions for new Team members.
  + Making Performance Improvement Plans (PIP) for low performers Management on daily.
  + Presenting the overall performance to Management in weekly meetings.

* **Technical Support Engineer (WiMAX)** at Mobilink (Sep 2010 -June 2012)

**JOB RESPONSIBILITIES:**

* + Provide online support including broadband connectivity, account provisioning, router setup & e-mail (Outlook, Outlook Express).
  + Configuration of Wireless Routers online accessing them via live I.P.
  + Configuration and online support of Voice over I.P (VoIP) services.
  + Assist Windows & Mac clients regarding connectivity with Routers.
  + Recognize and escalate difficult Technical / Business issues to relevant departments within the organization.
  + Hands On expertise on Siemens, ZyXEL & Motorola CPEs.
* **Customer Care Executive** at KFC Pakistan (Nov 2006-Sep 2010)

**JOB RESPONSIBILITIES:**

* + Responsible of managing and operating the team of 40 persons (TLs & Agents)
  + Handling the entire operation, inbound calls of home delivery averaging 1200 to 1500 daily calls for 20+ branches in all zones of Karachi.
  + Executing training module. Structure, rephrasing script and scheduling shifts.
  + Data updating and scripting, phone survey. Conducting work shops for call center
  + Creating and Managing different sales report along with forecasting sales plan for delivery sales.
  + Responsible for efficient Service Level of Complaints.
  + Coordination with the Branch Managers.

Acheivements

* + Awarded ”Employee of the Month” in March`11 (Mobilink - Infinity).
  + Awarded ”Call of Fame” in June`11(Mobilink - Infinity).
  + Awarded ”Employee of the Year” 2008 (KFC CALL CENTER)
  + Awarded ”Employee of the Month” Nov’06 (KFC CALL CENTER)
  + Received many appreciation certificates for showing outstanding performance on various instaces (KFC CALL CENTER).