

MOHAMMAD SULEMAN ZIA

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PERSONAL STATEMENT

A highly versatile, target oriented individual with strong analytical & problem-solving skills. With sound management skills developed through experience. Able to lead, motivate and advance associates across the domain of operation leading to improved proceeds for the organization. Well versed with local regulatory mechanism for compliance and audit.

WORK EXPERIENCE

Solutions Manager

July 2018 – Till date

SKIF Enterprises Pvt. Ltd., Lahore, Pakistan

- Responsible for appropriate solution design after understanding all requirements of the clients.
- Responsible for management of entire project lifecycle from design to commissioning as per project plan.
- Analyze all possible use-cases of a solution and prepare for such eventualities in advance.
- Responsible for overall performance and management of solutions, technical and support teams.
- Liaise between departments to ensure best quality of service and minimize TAT for client queries.
- Responsible for drafting all major project proposals and SLAs.
- Identifying shortcomings and addressing the same as per company policy and regulatory guidelines.
- Responsible for ensuring compliance of all processes and procedures prescribed e.g. KYC by organizational policy, audit department and regulatory authority (PTA).
- Providing all relevant solutions in the domain of ICT products and services.
- Ensuring current knowledge of Industry trends and solutions being developed and delivered both locally and internationally.
- Liaising with Service providers and partners to ensure timely deliverables.
- Ensuring all departments function within the bounds of defined performance metrics.
- Streamline all business workflows and devise SOPs for the same.

Area Manager

March 2013 – August 2017

Alfalah Exchange Company, Dubai, United Arab Emirates

- Responsible for overall performance and management of branch network in Dubai.
- Forecasting budgets and limiting set expenses and striving to propel profitability.
- Financial reporting on a monthly, quarterly and yearly basis to management with comparison of actual and projected revenues/expenses.
- Identifying shortcomings and addressing the same as per company policy and regulatory guidelines.
- Responsible for ensuring compliance of all processes and procedures prescribed e.g. KYC and AML by organizational policy, audit department and regulatory authority (CBUAE).
- Devising location specific sales and marketing strategies and recognizing what impact the same have to further increase profitability.
- Liaising between corporate office and branch network to enable quick and robust solutions.
- Acting as an escalation point for all queries and complaints raised by the branches.
- Conducting market surveys from time to time to identify any new locations for business expansion.

EDUCATION

Bachelor of Science: Computing for Business

University of Aston, Birmingham, School of Engineering and Applied Sciences, United Kingdom

SKILLS/ACTIVITIES

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| • First-rate Communication Skills | • Strong Interpersonal Skills |
| • Strong Analytical Skills | • Time Management |
| • Result Oriented | • MS Office |
| • Financial Reporting | • Customer Focused |
| • Leadership Skills | • Team Player |
| • Ruckus Wired and Wireless Presales Certified | • Fortinet NSE Level 2 Certified |

LANGUAGES

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|-----------------------|----------------|------------------------|
| • English: Proficient | • Urdu: Native | • Arabic: Intermediate |
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