

Muhammad Umer Naeem

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CAREER OBJECTIVE

To secure a challenging position that utilizes my years of experience and looking for opportunity in an organization where I can add something valuable to its growth. I am seeking a competitive and challenging environment where I can serve your organization and establish a growing career for myself. I am energetic, optimistic, team person and hardworking with an outgoing personality. I offer strong interpersonal, oral, written and presentation skills to develop customer relations with integrity and thought leadership. I am capable of strategic thinking with outstanding ability to ensure efficient and smooth process of operations through effective measures.

CORE STRENGTHS

- Management Skills
- Adaptability and Resilience
- Customer Relationship Management
- Multi-Functional team Experience

EDUCATION

Master of Business Administration (Executive) Institute of Business Administration University of the Punjab, Lahore	Jan, 2017 – July, 2019
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Bachelor of Sciences in Telecommunication Engineering Electrical Engineering Department COMSATS Institute of Information Technology, Lahore	Feb, 2010 – Feb, 2014
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Higher Secondary School Examination F. Sc (Pre - Engineering) Garrison Degree College, Lahore	Sep, 2007 – Aug, 2009
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Secondary School Examination (Science Group) Qurban Boys High School, Lahore	Aug, 2004 – Aug, 2006
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CAREER SNAPSHOT

Date	<i>December 2015</i>
Organization	<i>WATEEN TELECOM LIMITED</i>
Department	<i>ENTERPRISE Network Operations Center</i>
Post	<i>Executive Network Engineer ENOC</i>
Skills and Responsibilities	<p><i>Perform lead role of Technical Support Representatives Team consisting 12 engineers for Enterprise Business Clients 24x7:</i></p> <ul style="list-style-type: none">• Receiving and acknowledging technical complaints from the corporate complaint Helpline and respond to technical queries related to Internet, Voice and Data services on different platforms• Record incident resolution in system and communicate to all stakeholders and investigating the complaints on a network level (checking for network outages etc.)• Research, diagnose, troubleshoot, and identify solutions to resolve customer issues by Coordinating with engineering teams (Core, Wireless Operations, VSAT, Fiber) regarding respective issues• Take all possible measures to timely resolve customer query and process them in accordance with Established procedures and policies• Network Monitoring of Fiber Topology's via OP Manager / U 2000 NMS• To carry out planned shutdown activities required for the upgradation of core and access networks and informing customers accordingly <p><i>Develop plans and strategies to create awareness and to educate customers about services failures and remedial steps:</i></p> <ul style="list-style-type: none">• Provide initial assessment of urgency and business impact on all support helpline calls and emails• Follow standard procedures for proper escalation of unresolved issues to the appropriate internal teams• Maintain overall ownership of client's issue & service ensuring that they receive resolution within a committed SLA• Perform comprehensive root cause analysis, and advise how to avoid such incidents in the future <p><i>Help to analyze work load and suggest an effective plan to delegate access to available resources to avoid delays and manage processes smoothly:</i></p> <ul style="list-style-type: none">• Contribute to achieve goal of effective communication with customers and internal teams ultimately minimizing scheduled and unscheduled downtime

Dates *January 2015 - September 2015*
Organization *WORLD CALL Private Limited*
Department *LDI Switching & NOC*
Post *Trainee Engineer*

Skills and Responsibilities

- Routine trouble shooting with other interconnect partners
- Implementing routing plans for national & international traffic.
- Daily Shift Handover Reports, effectively describing resolved and pending issues during shift
- Monitoring of NGN network (Huawei Softx3000 soft Switch, SE2600, SBC 2300 and UMG8900).
- Monitoring of ACD, ASR, CFR and NER during peak hours of the call and escalating the issues to respective teams by using the Trouble Ticketing system.

IT & LANGUAGE SKILLS	E - PORTALS	MONITORING TOOLS
<ul style="list-style-type: none">• Proficient in MS Office, Email, Internet & Web Browsing applications• Proficient in ENGLISH and Urdu	<ul style="list-style-type: none">• Enterprise Ticketing System• Wateen Business Support Solution• Zong Care Portal	<ul style="list-style-type: none">• Op Manager NMS• U2000 GPON NMS• Solar Winds• Cacti Graphs• Intellicon

HONORS & ACHIEVEMENTS

- 1st division throughout academic career
- Best Event Organizer award of the year 2012
- Volunteer work for PUNJAB YOUTH FESTIVAL
- General Secretary of JZT-COMSATS (Jehaad for Zero Thalassemia)
- Organized 3 successful blood donating camps in COMSATS for the Thalassemic patients

References will available on request