

Asad Ahmed

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ABOUT ME

I am business professional with an expertise in customer services, research, data analytics, human resource management, credit control and business intelligence. I have worked in these roles under diversify and challenging conditions which developed business acumen in me . I have professional reporting skills due to system and data tools knowledge. I am excellent in data interpretation and analysis.. I am client centric personal due to customers support and services experience. Excellent track record in academics and timely project completion.

WORK EXPERIENCE

Human Resource Officer

DHL Express [01/01/2022 – 31/03/2022]

City: Karachi

Country: Pakistan

- Manage full spectrum of HR operations – hiring, onboarding, training, appraisals, performance management, leaves, increments, bonus and salary using Taleo Oracle.
- Perform analysis of hiring needs and provide employee hiring forecast.
- Develop and execute a sustainable talent acquisition strategy.
- Design, plan and execute selection processes using Taleo Oracle (conduct interviews and screening calls, administer psychological tests, background checks using Backcheck Compliance Intelligence)
- Design and implement new employee onboarding and induction.
- Manage and process employee leave applications.
- Drive the Performance Management system in the organization.
- Manage the regulatory compliance and reporting as per the prevalent Labour law legislations.
- Positively manage all employee relations.
- Identify Learning and Development needs for the team and organizing relevant training.
- Design and implement measures for improving employee retention.

Credit Analyst

Ufone Pak Telecom Mobile Limited [15/01/2015 – 31/12/2021]

City: Karachi

Country: Pakistan

- Managing and collecting debts of company debtors
- Ensuring timely payment of debt and responding to relevant client inquiries
- Evaluating new credit requests and reviewing credit rankings of client with banks
- Data analytics and negotiating re-payment plans
- Dashboard creation
- Financial reporting
- Corporate waiver allocation
- Corporate account cost and benefit analysis
- Liquidity analysis
- Billing and queries handling
- New onboarding accounts and sales approvals
- Inter-departmental queries and issues resolutions

Sales and Service Center Incharge

Ufone Pak Telecom Mobile Limited [01/01/2013 – 31/12/2014]

City: Karachi

Country: Pakistan

- Delegating and directing service tasks, monitoring the progress of current projects, and managing service team members to ensure the team's objectives and sales goals are met.
- Handling customer complaints or concerns quickly and professionally to maintain good customer relationships and ensure repeat customers.
- Assisting with or performing administrative tasks, such as managing and updating invoices, processing new orders, and tracking inventory.
- Setting up and maintaining a service desk and evaluating its efficiency.
- Resolving service desk problems and improving service methods to increase the service desk's productivity and customer service.
- Monitoring department issues and client complaints to create methods to lessen recurring issues.
- Auditing work and customer service to ensure the company's high standards, efficiency, and productivity goals are met.
- Maintaining strong relationships with manufacturers, dealers, and sales representatives.
- Helping to train new employees in company procedures.
- Maintaining a strong working knowledge of industry regulations, restrictions, and laws, ensuring the company's adherence to these regulations, and remaining current on the industry's standards and new innovations, materials, tools, and processes.
- Inter departmental financial queries handling
- Mediator between finance operations and customers operations
- Credit and cash reconciliation

Executive Customers Care Operations

Ufone Pak Telecom Mobile Limited [15/08/2008 – 31/12/2013]

City: Karachi

Country: Pakistan

- Manage large amounts of incoming phone calls
- Generate sales leads
- Identify and assess customers needs to achieve satisfaction
- Build sustainable relationships and trust with customer accounts through open and interactive communication
- Provide accurate, valid and complete information by using the right methods/tools
- Meet personal/customer service team sales targets and call handling quotas
- Handle customer complaints, provide appropriate solutions and alternatives within the time limits; follow up to ensure resolution
- Keep records of customer interactions, process customer accounts and file documents
- Follow communication procedures, guidelines and policies
- Take the extra mile to engage customers

EDUCATION AND TRAINING

MS Management Science (First Position)

Pakistan Air Force Karachi Institute of Economics and Technologies [22/08/2017 – 22/12/2019]

Address: Karachi (Pakistan)

Masters in Business Administration

Pakistan Air Force Karachi Institute of Economics and Technologies [19/01/2009 – 25/07/2012]

Address: Karachi (Pakistan)

Bachelors in Commerce

University of Karachi [27/03/2006 – 01/07/2008]

Address: Karachi (Pakistan)

LANGUAGE SKILLS

Mother tongue(s): **Urdu**

Other language(s):

English

LISTENING C2 READING C2 WRITING C2

SPOKEN PRODUCTION C2 SPOKEN INTERACTION C2

Hindi

LISTENING C2 READING A2 WRITING A2

SPOKEN PRODUCTION C2 SPOKEN INTERACTION C2

Punjabi

LISTENING C2 READING C2 WRITING B2

SPOKEN PRODUCTION C1 SPOKEN INTERACTION C1

Urdu

LISTENING C2 READING C2 WRITING C2

SPOKEN PRODUCTION C2 SPOKEN INTERACTION C2

DIGITAL SKILLS

Microsoft Word / Microsoft Excel / Microsoft Powerpoint / Microsoft Office / Outlook / Google Docs / Zoom / Power Point / Social Media / Google Drive / Skype / Microsoft Teams / SPSS SOFTWARE / Specific: Matlab, R, Stata, Eviews, Iris, Dynare. / MetaStock / Microsoft Office (Excel PowerPoint Word) - advanced level / Working with CMS System / Basic Quickbooks / peech tree / Technical Analysis / Intermediate Forex Trader / SAP Human Capital Management / ATS - Oracle Taleo / Microsoft Power Platform (Power BI, Power Apps, Power Automate)

BUSINESS AND ORGANISATIONAL SKILLS

Financial modeling / Talent Acquisition / Performance Dashboards / Dashboards and Reporting / Business Reporting / Accounting Finance / Applicant Tracking Systems / Customer Interaction, Customer Support / Customers Management / Accounting & Finance / Customer Engagement / Customers Relations / Customer services / Learning Management / Human Resource / Audit and accounting / Training and developmental skills / Performance Management / End to End Recruitment / Learning and development / Performance Analysis / Organizational Development / recruitment & selection / Critical thinking / Project Development & Project Management / Research Analysis / Corporate Development / Employee Engagement / Research and Analytical skills / Credit Risk Appraisal/Management / Process Management / Reviewing, reporting, and research / Credit Control / Team-work oriented / Credit and collections / Good listener and communicator / Organizational and planning skills / Strategic Planning / Decision-making / Conflict resolution / Creativity / Research and analytical skills / Excellent writing and verbal communication skills / Written and Verbal skills / Good time management / Detail-Oriented / Cross cultural skills / Empathic listener / Analytical skills / leadership / Problem-solving / Teamwork / Ability to Work Under Pressure / Excellent organizational planning and solving problems in short time