


# Asad Ahmed

**Nationality:** Pakistani

 (+971) 522094868

**Gender:** Male

 **Email address:** [asadahmedsulehri@gmail.com](mailto:asadahmedsulehri@gmail.com)

 **Whatsapp Messenger :** +971522094868

 **LinkedIn :** [linkedin.com/in/asad-ahmed-8b586630](https://www.linkedin.com/in/asad-ahmed-8b586630)

 **Address:** Villa Number 255 Damac Hills 2, Cluster Century, 75080 Dubai (United Arab Emirates)

## ABOUT ME

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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

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### 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**

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### **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

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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

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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 Decelopment & 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