






Waqas Ahmed

CONTACT

 Silicon Oasis, Dubai
 +971551037908
 waqas1.ahmed3@gmail.com
<https://www.linkedin.com/in/waqas-ahmad-748aa764/>

SKILLS

- Quality audits
- Issue resolution
- Process capability evaluation
- Category Management
- Project delivery
- Reliability analysis
- Quality process implementation
- Project development
- Corrective action implementation

LANGUAGES

English, Arabic, Urdu: Native language

English: C1

Advanced

Arabic: A2

Elementary

Urdu: C2

Master or proficient

PROFESSIONAL SUMMARY

Experienced Quality Auditor with well-honed analytical skills with regulatory compliance auditing experience for 7 years. Solution-focused professional highly-regarded among peers and supervisors in Market Research industry. Skilled auditor who works diligently with all levels of peers, management and external authorities.

WORK HISTORY

Quality Control Process Auditor 05/2015 – Current
NielsenIQ (Market Research Company) – Dubai, United Arab Emirates

- Planned and executed RMS audits to ensure compliance with client needs.
- Supported Managers in creating audit objectives and project scope for progression towards sales fluctuations.
- Minimised repeat error, conducting various verification inspections to ensure corrective actions were properly implemented.
- Facilitated smooth workflow by developing effective audit programmes, determining audit scope, objectives, timelines, RMS and RES.
- Generated survey results for new outlet type purposes.
- Stored Retail Establishment Survey information and results securely.
- Explained research procedures and purposes to retailers.
- Attended team meetings to develop job knowledge.

Customer Services Executive 06/2013 – 02/2015
Ufone(Telecom Company) – Lahore, Pakistan

- Respond to customer feedback and forward to line managers.
- Trained Resources For New Projects
- Answers inbound calls of customers and provide solutions
- Monitor and provide market information, feedback on competitors' activities and how this will generate further sales
- Work with marketing team to implement promotional activities
- Lead sales and business development projects to deliver on sales objectives
- Involved in team's training and development
- Manage the filing, storage and security of documents sources For New Projects
- Answers inbound calls of customers and provide solutions
- Monitor and provide market information, feedback on competitors' activities and how this will generate further sales
- Work with marketing team to implement promotional activities
- Lead sales and business development projects to deliver on sales objectives
- Involved in team's training and development
- Manage the filing, storage and security of documents

Calibration Officer 01/2010 – 10/2010
SGS(Certification Company) – Lahore, Pakistan

- Inspection of calibration units for leading Oil & Gas company
- Maintaining and updating customer databases
- Monitoring competitors' activities
- Generated Excel Reports

EDUCATION

Master of Science: Computational Physics, 08/2014
University Of The Punjab – Lahore,Pk

Diploma of Higher Education: Electrical technology, 08/2009
Pak Poly Technic Institute – Lahore,Pk

Certificate of Higher Education: Science, 07/2006
Sir Sayyed College – Faisalabad,Pk

ACCOMPLISHMENTS

- Awarded for best Business improvement ideas in 2021
- Used Microsoft Excel to develop inventory tracking spreadsheets.
- Resolved product issue through consumer testing.

CERTIFICATIONS

- Mobile App Transformation, NielsenIQ – AME

IHUB 2021

It was a journey of entrepreneurial spirit across africa and middle east markets i was nominated for presenting the best business idea model among 61 other ideas and this idea Mobile App Transformation Fall in Top 21 Ideas.