

# MUHAMMAD USMAN

**Nationality:** Pakistan

**Location:** Dubai, United Arab Emirates

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**Visa Status:** Employment Visa

VALID U.A.E DRIVING LICENSE



## **OBJECTIVE**

Professional leader with a demonstrated service record and proven leadership, communication and Negotiation skills, Highly motivated and results driven with over 9 years' experience in Administration, Sales & Customer Care.

## **LANGUAGES**

**English** – Conversational reading, writing and speaking

**Urdu/Hindi** – Mother tongue

## **SPECIALIZED SKILLS**

- ✓ Strategic Sales Planning & Operations.
- ✓ Social Marketing.
- ✓ Building and leading high performance sales team.
- ✓ Customer Service.
- ✓ Negotiation.
- ✓ Client Relation.
- ✓ Management.
- ✓ Team Work.

## **PROFESSIONAL EXPERIENCE:-**



**Fix My Car L.L.C – Dubai (a Porsche Specialist)**

*Customer Service Advisor*

*February 2017 – June 2017*



## **Nad Al Shiba Environment and Care Services L.L.C**

*Senior Manager – New Business Development*

*Dubai, United Arab Emirates.*

*July 2017 – till date.*

- ✓ Visit clients or arrange meetings to discuss a product and how it will meet the requirements of a customer
- ✓ Develop plans to acquire new customers or clients, through direct sales techniques, cold calling, and business-to-business marketing visits
- ✓ Supervise workloads, schedule, tasks and other related functions.
- ✓ Implement environmental laws, procedures and processes.
- ✓ Build internal and external customer relationships.
- ✓ Manage, supervise and monitor business operations.
- ✓ Project sales and determine the profitability of products and services
- ✓ Determine discount rates or special pricing plans
- ✓ Organize meetings to discuss sales activities and take decisions on strategies necessary for improvement



## **Team Lead Customer Care & Contact Centre – South**

*Wi-tribe, Pakistan (ooredoo Group Company)*

**May 2010 – Feb 2017**

### **RESPONSIBILITIES:**

- Develop objectives for the call center's day-to-day activities
- Conduct effective resource planning to maximize the productivity of resources (people, Technology etc.)
- Collect and analyze call-center statistics (sales rates, costs, customer service metrics etc.)
- Assume responsibility of budgeting and tracking expenses
- Hire, coach and provide training to personnel to maintain high customer service standards
- Monitor and improve ordering, telephone handling and other procedures
- Evaluate performance with key metrics (accuracy, call-waiting time etc.)
- Prepare reports for different departments or upper management



## **Team Lead Contact Centre – South**

### **PTCL**

May 2008 – Sept 2010

#### **RESPONSIBILITIES:**

- PTCL Triple plays Project, a Project of **Etisalat**.
- Providing Advance Support of VPN connectivity, Network support,
- Remote Accessing, Wireless network etc.
- Coordination with Exchanges and Network Operating Centre.
- Coordinate with IT Vendors on equipment and IT infrastructure issue.
- Building a team that effectively supports client programs, products and services.
- Driving the development of superior customer service and high performance.
- Leading workflow distribution and floor management to ensure service Levels are satisfied.
- Hiring, training/developing, motivating, coaching, evaluating and retaining qualified staff.
- Maintaining service, talk/wrap time, data, and both client and consumer satisfaction levels.

#### **Trainings and Workshops:-**

##### **1. Broadband Solution Specialist Program (Etisalat Academy)**

*6 days*

- Discussed all the Telecom networks:
- Legacy Network
- GSM Network
- NGN
- VSAT etc.
- Discussed different Telecom Equipment's:
- MSAN
- ONU
- DSLAM
- Soft Switches etc.

## 2. IPTV Training (Huawei)

Discussed all the aspects of IPTV and its architecture.

- ✓ MDF Patching
- ✓ ONU configuration
- ✓ DSLAM configuration. etc.
- ✓ Training on Wireless or Transmission
- ✓ One day training in RTTS PTCL training Centre.
- ✓ Modern Data Networks
- ✓ Broadband Technology
- ✓ ADSL Network Views ADSL Standards
- ✓
- ✓ xDSL family
- ✓ ADSL Layer1 and Layer2
- ✓ Access Transmission
- ✓ Core

3. One day in-house training ***“Make That Sale”*** by Pitstop international.

4. One day in-house training ***“High Velocity Selling”*** by OCTARA.

5. One day in-house training ***“Baja Phar Performance”*** By OCTARA.

## **EDUCATION:-**

### **Graduate**

B.S Computer Science from University of Karachi,  
Karachi.

### **Higher Education Certificate**

Govt. College Comprehensive, Karachi.

### **Matriculation**

Azeemia Grammar Higher Secondary School, Karachi.

## **OTHER INTERESTS:-**

Reading, Music, Gardening, Socializing.

## **REFERENCES:-**

Available on request