

AREAS OF EXPERTISE

Sales Management
Customer Experience
Office management
Transport management
Administrative support
HR Operations
Minute taking
Report writing
Diary management
Finance support

PROFESSIONAL SKILLS

Positive Attitude
Time management
Proactive and assertive
Flexible & approachable
Stress management
Quick Learner

PERSONAL DETAILS

House # 1975, Street # 3
Rehmanpura Samijabad # 1
Multan
Mobile / WA: +92 323 4482912
E: hamidnaeem1983@gmail.com
CNIC #: 36302-4345285-1
DOB: 03-May-1983
Marital Status: Married
Nationality: Pakistani

ACADEMIC QUALIFICATIONS

Graduation: Humanities Group
BZU Multan 2006
HSSC Humanities Group
BISE Multan 2001
SSC Science Group
BISE Multan 1998

Computer Knowledge
MS Office, Word, Excel, Power Point

Training Courses

-Free Lancing Course
-E-Commerce Management

Reference: Will be furnished upon request.

Hamid Naeem

Commercial Sales / Supervisor / Administration / Coordinator



PERSONAL SUMMARY

A highly competent, motivated, and enthusiastic commercial sales executive, administrator with professional experience of more than 15 years, worked as part of a team in a busy office environment. Well organized and proactive in providing timely, efficient, and accurate commercial sales, HR & Administrative support as per assigned SOP's. Approachable, well presented, and able to establish good working relationships with a range of different peoples. Having proven ability to generate innovative ideas and solutions to resolve queries. Currently looking for a suitable position with a reputable and ambitious company.

WORK EXPERIENCE

Jazz (PMCL):

March '2021 – June'23

Commercial Experience Executive

02 yrs 03 mos

Job Responsibilities:

- Welcomes, guides and manages walk –in from the floor greeting.
- Develops the basic understanding of CRM system and all the portals linked with it.
- Handles customer queries at experience center and improving their experience by providing exceptional services.
- Provide highest possible quality standards for customer facilitation.
- Maintains the product upsell from experience center.
- Takes Initiatives to improve customer experience and ensuring minimum average wait /service time.
- Develops the sureness and self-effacement required to serve valued customers.
- Takes ownership and ensure timely resolution of customer complaints.
- Works on customer retention and churn management.
- Coordinates and follow up with multiple stakeholders for issue resolution.
- To achieve assigned monthly adherence / service / sales KPIs.
- Remains updated on current policies, procedures, promotions, products and value-added services offered by the Jazz.

Wateen Telecom:

March '2010 – November'2020

Senior Executive – Human Resource & Administration

10 yrs 9 mos

Job Responsibilities:

- **Office Operations** – General office maintenance, cleanliness to make the sitting place healthy and comfortable. employee's attendance etc.
- **Procurement** – Procure the required high-quality equipment and materials with the help of finance department.
- **Security** – Handle the security of premises and employees.
- **Health & Safety** – Handle the health and safety training of administration team and a select group of employees.
- **Contract Management** – Office lease, renewals, and rental payments.
- **Liaison with Government Depts** – Coordination with MEPCO, Wapda and relevant authorities to keep the office necessities and utilities running.

- **Transport Management** – Procurement, registration, maintenance, insurance, security, and fleet for company vehicles.
- **Genset/Electricity Backup** – Handle the Generators and UPS to keep the power up.
- **Construction/Renovation of Offices** - Keep developing new offices to manage the growth of company resources.
- **Store Inventory Management** – Inventory management to ensure that the necessary items are available all the time.
- **Event Management** – Organize company events.
- **Travel Desk** – Make the travelling and lodging arrangements for company officials.
- **HR Operations** - Processing initial interviews, processing of offer letters, final settlements, resolving PESSI/insurance related issues.

Wateen Telecom:

Officer – Revenue & Channels

April '2009 – February'2010

11 mos

Job Responsibilities:

- Manage financial operational activities at Business Centre
- Ensure timely delivery of stock to sales team
- Proceeding make payments into CRM and responsible for bank deposit
- Compile and share consolidated reports to head office.
- Coordination with BCM for best delivery of customer services.

Daewoo Pakistan:

Officer – Reservation & Logistics

July'2006 – May'2008

1 yr 11 mos

Officer in operation section of Daewoo Pakistan related to customer care, cash handling, to control operations related to departures, reporting to head office, arranging and assigning the duty roster, advance and current ticketing, compensation of arrivals. Experience in Logistic department as well.

Achievements:

- Having quarter award from Jazz having more than 200% achievement in Sales & Services
- Continuously maintained no 1 position since June'22
- Almost 175% YTD performance in 2022
- Nominated for Europe trip based on achievement
- 10 Years' Service / long term dedication Award from Wateen Telecom
- Award for the best employee of the year 2007 from Daewoo Pakistan