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Dubai



12-03-1994



Pakistani



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EDUCATION

DAE: TELECOM
Government collage of technology Taxila, Taxila

Matric: SCIENCE
F G boys High school No, Islamabad

LANGUAGES

English C2

Proficient

Arabic A1

Beginner

Urdu C1

MUHAMMAD ASIM

PROFESSIONAL SUMMARY

Technical-minded, telecom associate engineering graduated from Govt. College of Technology Taxila, seeking an opportunity in a challenging industry, one which will fully utilize existing skills and knowledge whilst enabling both personal and professional development. Would like to prove myself to be functional, constructive, and beneficial for the organization. Excellent interpersonal and communication abilities and possess a wide range of technical skills. Enjoys being part of a team, as well as managing, motivating and thrives in high pressure and challenging working environments Willing to relocate: Anywhere Hard-working Supervisor with exceptional experience leading teams, delivering results and exceeding expectations. Creative and motivated leader adept at utilizing exceptional design and planning strengths to accomplish complex projects. Skilled in teaching new concepts and best practice strategies.

SKILLS

- Operational support
- Quality compliance procedures
- Resource planning and allocation
- Multi-site operations
- Just In Time stock control
- Inventory control
- Strategic planning
- Employee performance analysis

WORK HISTORY

November 2018 - October 2022

PTCL - Supervisor Operations, Islamabad , Pakistan

- Fiber to the home project (Installation, configuration, planning)
- Worked on project CHI(Customer Happy Index)
- CRM (Customer Relationship Management) , NAF (Network analyzer fiber) , Maximo (For Soft switch creation)
- DWDM , SDH &SONET in core network
- Troubleshooting OLTs , PON card configuration
- WLANs
- CSR (Customer Service Relation)
- Prepares and completes action plans and implements production, productivity, quality, and customer- service standards
- Resolves problems, completes audits, identifies trends, determines regional sales system improvements, and implements change when necessary.
- Managed daily planning of workplace operations, clearly communicating targets to staff for smooth, efficient task delivery.

- Trained new hires and set up mentoring relationships to drive team performance.
- Coordinated employee schedules and handled resource management to remove barriers to productivity.

March 2017 - September 2017

MTDS - Site Engineer, Oman

- Ensuring RF test equipment is calibrated to industry standards
- Testing, cleaning, and packing field equipment
- Traveling to customer locations and field sites
- Testing the performance of existing wireless networks
- Analyzing RF broadcasting equipment and suggesting improvements
- Using computer software to design RF installations for new wireless networks
- Troubleshooting network issues
- Conducting laboratory tests on RF equipment
- Ensuring regulatory standards are met

CERTIFICATIONS

FTTH & Customer Service (4 years) RESEARCH ON SCIOIAL ISSUE & HUMAN BEHAVIOUR (5 years) SELLING AN ART CRM BEST PRACTICE (5 years) AutoCAD (Mechanical & Civil Design) (3 years)