

Mustafa Mahmood

House 510, first floor, Street 63, Sector D-12/2, Islamabad, Pakistan.



+92-3175442158 WhatsApp



mbinhamad122@gmail.com

Organization :

Position : Business Development & Marketing.

Dear Sir / Madam,

I am a focused, Multi-faceted, tri-lingual and a goal-oriented individual who has the ability to learn new Technologies, grasp new Trends and blend into different cultures. I enjoy communicating with professionals from diverse backgrounds and people from various Nationalities. Constant self-improvement, continuous learning, positive attitude, performing under pressure, Efficiency and time management are my core competencies. Always been a team player, sometimes in the role of a team Leader and in other instances acted as a loyal follower of my seniors. I have worked in various industries and intermingled with different personalities which helped me greatly in acquiring valuable experiences over the years. It has also enabled me to get a fair exposure and understanding of both, the Domestic market as well as the International markets. I wish to benefit my Employer by dedicating my efforts and putting my humble knowledge to good use, as well as to facilitate in the steady growth of the business and aid in the sustained development of the organization.

My Related Experience: Responsible for **Managing the Team**, solving customer payment and delivery issues, dealing with **Customer Queries** directly via telephone and email, following **Customer Care** procedures in accordance with departmental and company policies. Assisting with **Hiring, Training, and management** of junior staff and interns. Coordinating and collating statistics and reports. Experience in staff supervision as an active line manager. Engaging in **Digital Marketing** and **Business Development** activities.

Thanks and Regards.

Personal Info

Name: Mustafa Mahmood.
Surname: Bin Hamad.
Age: 44years.
Gender: Male.
Marital status: divorced.
Nationality: Pakistani.
Religion: Islam.
Height: 6 feet.
Health: Excellent (No Disabilities).
Citizenship no: 61101-1976271-9.
Passport no: AR6272712.

Contact Info

House 510, first floor, Street 63, Sector D-12/2, Islamabad, Pakistan.

Contact: (0092) 317-544-21-58 (cell / WhatsApp)

Email: mbinhamad122@gmail.com

General Profile

I want to work in a challenging and a professional environment, where I can grow vertically and develop multiple skillsets to meet goals and deadlines effectively. Learn as much as possible from my seniors and subordinates. I want to benefit the organization keeping in view its best interest and reflecting a positive image on its functions/activities. Always aiming to be a good team player.

Skills

Driving, Swimming, Riding, Shooting, Archery, Public Speech, Public Presentation, Debate, MS-Office, Administrative tasks. Data Entry, Team Management, Office Management, Effective Communication, Proposal /technical writing, Content writing, concept for ads and promos, Article writing, Proof reading, Telephone etiquettes, Customer handling, Problem solving, Order Taking, Selling skills, Marketing strategy, Campaign designing, Client Retention, Official Correspondence, Coordinating, Generating Reports, Shift management, Shift Rotation, Time Management, Handling mobs and masses, Negotiating, translation in three languages, teaching and conducting trainings, Events organizer, web chat, Webinar, customer services.

Languages

I can speak, read and write three languages, fluently, as good as natives :

Arabic Urdu English (Learning Chinese and French).
Experience

Business Development Manager. (Buying and selling Media)

BIG Buzz Media (Pvt) Ltd.
(2016-2024) 8 years

E-11, Islamabad, Pakistan.

- Responsible for the media in the north region.
- Buying and selling media to clients.
- Getting business and campaigns from corporates.
- Retaining clients.
- Gaining business intelligence.
- Data collection, site monitoring and inspection.
- Ensuring site maintenance.

Assistant Manager Administration.

Circle-One Telecom (Pvt) Ltd.
(2014-2016) 2 years

F-8, Islamabad, Pakistan.

- Managed office premises and equipment.
- Direct Correspondence with CEO and Handling all kind of issues related to transport and office supplies.
- Generated daily, weekly and monthly reports. (progress, attendance and equipment related requirements)
- Managed shifts distribution for admin and other staff.
- Communicating reports and information between departments.

Team Lead.

KAPTEC Solutions (Pvt) Ltd.
(2009-2014) 5 years

(Customer Support, Inbound)

Sumbal road, Islamabad, Pakistan.

- Castlebar, Ireland based campaign, Involved extensively in launching activities.
- Managed the after-hours contact center for the "Eircom" support department.
- Defined SOP's for the project with approvals from the client.
- Trained and Managed 16 customer relationship executives.
- Handing and taking over daily and weekly report.
- Complaint handling and problem solving.