



## MUHAMMAD HAMZA

S/O Muhammad Ishaq

### CINC

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34601-8029366-1

### CONTACT

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### EMAIL

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### ADDRESS

United Arab Emirates

### LANGUAGE

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- English (Fluent)
- Urdu (Fluent)
- Punjabi (Fluent)

## PROFESSIONAL STATEMENT

To work in an organization that offers a creative, dynamic and challenges working environment and supplement existing knowledge and advance techniques by working on a position commensurate to my present qualification.

## PROFESSIONAL QUALIFICATION

- **BS. Information Technology (2020)**  
Virtual University of Pakistan (3.06 CGPA)

## PROFESSIONAL EXPERIENCE

### IT Manager at Hint Fashion Pvt Ltd

#### Responsibilities:-

- Installing, configuring, maintaining and troubleshooting network operating systems; software and drivers; setting up user accounts, folders and permissions.
- Installing application software on servers.
- Coordinates district network problem resolution with staff and Information Technology staff.
- Maintains information technology strategies.
- Monitor system use.
- Install and maintain LAN, anti-virus, spam and other technological backups.
- Collaborate and implement all network software and hardware up gradation.
- Development and implementation of ERP.
- Maintain server related issues, Active directory and backup.

### Data Reporting Analyst (WFM) at PTCL Contact Centre LHR-II

#### Responsibilities:-

- Implement Contact Center Workforce Management departmental policies and procedures by the Workforce Management Director.
- Develop staffing models that drives flexibility to deliver strong service levels and lower cost to service.
- Maintaining and Develop weekly and monthly work-reports.
- Development of Reporting Dashboards.
- Responsible for executing the daily Contact Center activities, employees logging them in the system.
- Maintaining Contact center call traffic expected over a period of time, Average Handling Time (AHT), Service level, Target answer time, Maximum Occupancy, Shrinkage.

## **COMPUTER SKILLS**

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- CCNA
- HCNA
- MCSE
- ADVANCE NETWORKING
- MS OFFICE (WORD, EXCEL)
- POWER BI
- COMPUTER HARDWARE & SOFTWARE
- CONFIGURE WINDOWS BASE WORKSTATION
- AUTO CAD 2D & 3D

### **Broadband Technical Trainer at PTCL Contact Centre LHR-II**

#### **Responsibilities:-**

- SMP (Service Management platform) Offline Task (Regarding Wrong Complaints and Bugs).
- Handling The Issue's Regarding New Nokia Broadband Technical Support Portal (SMP).
- Train new Batch.
- Effective Communication.
- Teambuilding & Training.
- System Performance.
- Helpdesk Experience

### **Cashier at Meezan Bank in Pakistan**

#### **Responsibilities:-**

- Processing deposits and withdrawals
- Introducing new members to the banking platform and software
- Performing regulator account maintenance
- Opening and closing accounts as required for members
- Dealing with customer inquiries
- Performing general administration tasks
- Helping customers with loan and mortgage applications
- Operating both the UK and overseas currency tills
- Using banking software to update account information

### **Telesales customer Representative**

### **Officer at Granton advertisement company in UAE**

#### **Responsibilities:-**

- Excellent salesmanship and persuasion skills.
- Place phone calls to potential customers to educate them on services and products offered by the company.
- Attend meetings to learn about new products and services or changes in current ones
- Compiled information from other Telesales Representatives to draft reports of monthly sales.
- Assist in the operation of the company switchboard.

### **Accountant At Al Asam Travel & Tourism (L/N#9587)**

#### **Responsibilities:-**

- Manage all accounting transactions
- Publish financial statements in time
- Handle monthly, quarterly and annual closing
- Reconcile accounts payable and receivable
- Ensure timely bank payments
- Compute taxes and prepare tax returns

### **Team Leader At Milvik Bima Mobile Pvt.Ltd**

#### **Responsibilities:-**

- Working as a Team Leader.
- Working as a Quality Evaluate.
- Working as a point person in team.
- Customer handling skills.
- Ability prioritize and multitask.
- Report-building.

### **Network Engineer at HG Markets Pvt Ltd**

#### **Responsibilities:-**

- ISA Server Management.
- SIP Server Management.
- Troubleshooting of Hardware and Software.
- IP Camera's Maintenance.
- Office Attendance Machine Maintenance.
- Network Printer's.
- Computer Network Management.
- Window Installations and Software Installations.
- Operate All Operating Systems and Servers.
- Remote Access Services (RAS).