










Nouman Tahir



Personal details

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-  Dubai, United Arab Emirates
-  October 28th, 1988
-  UAE driving licence
-  Pakistani
-  Married
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Skills

- E-Commerce 
- Customer Services 
- Business Development 
- Computer Skills (Hardware + Software) 
- Microsoft Office 
- I.T Networking (Routers and switches configuration) 
- CCTV (Camera configuration + Hardware, software installation) 
- Organizational Skills 
- Leadership and Teamwork 

Professional Summary

Skilled and experienced Product Manager with experience in product marketing, product introduction, and the overall management of a product's life from conception to fruition.

Experience in assessing customer desires and requirements and generating a product that successfully meets those standards. Bringing forth the ability to determine product specifications, production timelines, and in-depth plans for product development. An analytical thinker who works collaboratively to get the job done.

Employment

Senior Business Development & Product Services Manager

Feb 2016 - Sep 2021

[Alibaba.com](https://www.alibaba.com) (Trademor)

6 years experience as Senior Business Development & Product Services Manager in TRADEMOR (Interactive group of companies) as an authorized Global Supplier Alibaba.com.

a) Experience as Head of Business & Managed Services in B-F Technologies (Interactive group of companies) being as an Authorized Global Supplier Alibaba.com. Worked on bringing innovations to the overall department that not only increase the retention rate but help bring in new customers through meeting with clients in person. Same parent company TRADEMOR (Interactive group of companies).

- Worked in collaboration with the senior project manager to define project goals and establish a timeline and plan to achieve them.
- Ensured the development of new business by fostering strong working relationships within the community.
- Oversaw sales, marketing, and business development goals.
- Streamline Services department workflow to ensure better synergy between sales and after-sales service support to customers.
- Enhance In-Service customer's experience as Alibaba.com GGS members through different activities such as WhatsApp groups, short training videos, tutorials, guidance emails relevant to customers' issues/ queries and their industry types, etc.
- Categorize In-service customers and target them accordingly for service support and guidance.
- Generate Surveys to gauge customers' experience regarding using Alibaba as well as their experience with account managers from Trademor.
- Seminar conducted in Sialkot, Multan, Karachi, Faisalabad presenting Alibaba.com business module in the chamber of commerce.
- Educate the SME sector regarding exports through Alibaba.com in particular and provide support to the BD team in achieving this objective.
- Bring innovations to the overall department that not only increase the retention rate but help bring in new customers through referral and word of mouth.
- Meeting with clients in-person regarding VAS and membership renewal
- Preparing and creation of business Profile through CRM.

b) Experience as Business Development Specialist in TRADEMOR signing MOUs and agreements with chamber associations and government bodies that are aligned with the company's interest and are beneficial for the exporting SMEs. Also to ensure that the Business Development team meets the weekly and monthly targets set out by the Project Manager by working closely with the team lead on it. Same parent company TRADEMOR (Interactive group of companies).

- Plan and carry out monthly webinars, as per the guidelines of the Project Manager, for in-service customers and potential IFM customers for sales and services.
- Plan and carry out weekly training of the business development team. The training should equip the team with sales and post-sales services support knowledge to better

Critical thinking and problem solving ●●●●●

Ability to Multitask ●●●●●

Professional Attitude ●●●●●

Languages

English ●●●●●

urdu ●●●●●

Punjabi ●●●●●

Arabic ●●●●●

Hobbies

■ Gaming

■ Swimming

■ Exercise

■ Traveling

■ Movies

Qualities

■ Creative

■ Keen observer

■ Quick learner

■ Punctual

■ Hard working

■ Positive attitude

cater the customer needs.

- Conduct 1-star and 2-star test exercises for the teams.
- Preparing and creation of business Profile through CRM.
- Plan, prepare, and execute orientation of new employees in the first week of their hiring.
- Prepare email templates for the team keeping in mind the ongoing trends and upcoming events as well as for different categories of customers to engage them in purchasing memberships and improving their account performance.
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- Prepare email templates for the team keeping in mind the ongoing trends and upcoming events as well as for different categories of customers to engage them in purchasing memberships and improving their account performance.
- Assist Project Manager in conducting roadshow seminar programs in cooperation with Alibaba. Also, work towards conducting small workshops targeted towards specific industries.
- Assist Project Manager in signing MOUs and agreements with chamber associations and government bodies that are aligned with the company's interest and are beneficial for the exporting SMEs as well.
- Ensure that the Business Development team meets the weekly and monthly targets set out by the Project Manager by working closely with the team lead on it.
- Ensure that Trademor VAS Projects are done in an efficient, timely manner. Conduct Quality control checks of the projects.
- Any other task is given by the Project Manager.

c) Experience as I.T Assistant Manager in IZOC Solutions.INC in the E-Commerce field. Worked on eBay and Amazon stores, Project based in the USA as digital media marketing. Prepare email templates for the team keeping in mind the ongoing trends and upcoming events as well as for different categories of customers to engage them in purchasing memberships and improving their account performance. Same parent company TRADEMOR (Interactive group of companies).

I.T Administrator and procurement

Sep 2013 - Nov 2015

Desert man General trading.LLC, Abu Dhabi

3 years of working experience as I.T Administrator and procurement in Desert man company (Abu Dhabi).

- **Procurement Officer**
 - Reconciliation Etisalat Statement (E-mail, online server, registration).
 - Tenders, Projects, LOA's Documents Preparation and submission.
 - Online submission of E-tender.
 - E- Registration with Companies such as Adnoc Group Companies, Musanada, ADSSC, ADMA, ADWEA, etc....
 - Achieved cost-effective procurement outcomes by establishing strong relationships with vendors and partners, and negotiating well.
 - Exercised a strong familiarity with technology manufacturing.
 - Successfully handled all clerical and administrative duties including answering phones, recording and relaying messages, and providing callers and walk-ins with information, about the company.
 - Preparing and creation of business Profile through CRM.familiarity
 - Email handling and configuring for other office staff.
 - Technical problem-solving.
 - Writing official letters in English.
 - Other duties as requested.
- **I.T Administrator**
 - Installation and configuration of Windows server
 - Managing users, groups, and computers in the active directory infrastructure.
 - Collaborated with the IT Team to ensure that security software was properly installed on all employee computers.
 - Implementing security in the active directory infrastructure by using group policies.
 - Arranged an accurate amount of supplies to ensure shop inventory was where it

needed to be.

- Managing Print server and printing permissions for the users.
- Managing switches in the Local Area Network (LAN).
- Installing, Configuring, Maintaining, Troubleshooting Microsoft Windows and Software applications
- Assembling desktops and maintenance of hardware-related issues.
- Laptop downgrade and repairs
- Provided user- level technical support for end users, computer networking and Troubleshooting, etc...
- **CCTV installation and maintenance.**
- Provided support with the configuration, installation, and maintenance of systems.
- Planning and implementation of IP addressing scheme using sub-netting.
- Installation, troubleshooting, and managing of print servers and network printers.
- Reported all necessary information to the Chief Operating Officer and worked closely with them to achieve and maintain goals.
- Knowledge in Ghosting and Data Recovery.

I.T Administrative & Operations

Sep 2011 - Aug 2013

MOBILINK EPTSC (Telecommunication Company)

3 years experience in MOBILINK EPTSC (Telecommunication Company) as an I.T Administrative & Operations.

- Establish internal administrative systems and controls hot seat through networking and proper system installation.
- Experience GSM/GPRS/Edge Optimization experience in EPTSC Egyptian telecom Company, thorough understanding of GSM/GPRS/Edge parameters, standards, & interfaces.
- Managed administrative functions.
- Functioned with expert- level proficiency in daily operations, and addressed any challenges with optimism and drive.
- Establish internal administrative systems and controls through networking and proper system installation.
- Provides leadership and direction for technical staff, setting an effective agenda and ensuring performance goals are met and set.
- Preparation of online submitting Quotation, Enquiry, LPO, Invoices, and Purchase Invoices.
- Coordinated with the project team and ensured the implementation of contracts.
- Evaluated contracts and provided support to all contracts.
- Performed a variety of administrative duties, including answering phones, taking and delivering messages, writing memos, making copies, and faxing documents.
- Other duties as requested.

Social Media Marketing, BPO

May 2010 - Oct 2011

ALLINET Company

1 year of experience in ALLINET Company as Social media marketing in the QA/QC department.

- the Experience as CSR worked on different Projects like Duct cleaning in Canada, Hydro-power saver in Canada, and U.K projects loan. Mortgage, re-mortgage with impressive results.
- Manage Social Media marketing campaigns and day-to-day activities.
- Curate relevant content to reach the company's ideal customers.
- Create, curate, and manage all published content (images, video, and written).
- Monitor, listen, and respond to users in a "Social" way while cultivating leads and sales.
- Conduct online advocacy and open stream for cross-promotions.
- Develop and expand community and/or blogger outreach efforts.
- Oversee design (i.e: Facebook Timeline cover, profile pic, thumbnails, ads, landing pages, Twitter profile, and blog).
- Design, create and manage promotions and Social ad campaigns.
- Compile report for management showing results (ROI).

- Managed all social media pages and create innovative posts to achieve reader satisfaction.
- Researched and implemented winning social media strategies to increase viewership and fans.
- Partnered with marketing teams to maximize the power of social media.
- Worked to ensure social media tactics were aligned with the overall marketing strategy of the company.

Education

Masters in Human Resource Management Virtual University of Pakistan, Islamabad	Present
DIPLOMA (A+) University of Lahore (Computer Hardware + Software)	Dec 2011 - Sep 2012
B.COM H-8/4 Commerce College Islamabad	Feb 2009 - Nov 2011
I.COM FBISE Intermediate and Secondary Education	Oct 2006 - Oct 2008
Matric FBISE	Aug 2004 - Sep 2006

Courses

CCNP Corvit Institute of Science and Technology (CISCO networking systems) Labs + workshop	Sep 2017
CCNA + MCIPT Corvit Institute of Science and Technology and got experience with the help of expert engineers	Jun 2016
General English Course Ministry of Higher Education and Research	Mar 2011

Certificates

Certified specialist 3-Star in Ecommerce field (Alibaba.com) Certificate #201803142028	Dec 2019
Most Outstanding Employee (FY-19, Q3) Trademor Marketing (Pvt) LTD	Sep 2019
Certified student of CCNA + MCITP CISCO Networking systems (Corvit)	Jul 2016
Most Active Employee IZOC Solution.LLC (Alibaba, eBay, Amazon, Etsy, Shopify, PayPal)	Apr 2015