

**FareehaSohail**



**BSc (Electrical Eng.), MS (Electrical Eng.)**

Dubai - UAE

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**OBJECTIVE**

**To obtain a challenging post at your reputable organization that will utilize both my educational background and professional experience to contribute to the organization's noble and humanitarian goals and simultaneously provide excellent opportunities for career development and personal growth.**



**EXPERIENCE**

**Sharaf DG L.L.C April, 2014 till to date**

**Dubai, UAE.**

***Customer Service Representative***

* Working on **CBCM** (Corporate Billing and Customer Management) **Etisalat software**, regarding all kind of customer transactions, issues, details, queries & applications.
* Selling of Etisalat products.
* Achieving monthly targets assigned by Managers.
* Making daily summery & reports regarding all kind of sales.
* Authorized for receiving and maintaining stocks.

**Wateen Telecom Limited** **Oct, 2012 to Dec, 2013**

**Lahore, Pakistan**

***NOC Engineer***

* Configure the received power of HFC nodes on the ROSA NMS to improve the quality of service.
* Monitoring and Escalation of Hybrid fiber & coaxial (HFC) network alarms to support team using ROSA NMS.
* Coordination with support team via E-mail
* Leasing Wateen’s media to different customers by configuring traditional services (E1, E3, STM-1, STM-4, STM-16, and STM-64).
* Equipment specifications and network topology of SDH and DWDM.
* Keeping the power levels of SDH & DWDM optical cards within threshold by engaging with OFC & Transmission team.

**FBL Industrial Services** **Aug 2011 to Aug 2012**

**Lahore, Pakistan**

***Design Engineer***

* Supervise and train project team members as necessary.
* Investigate vendors' and competitors' products.
* Confer with engineers, customers, and others to discuss existing or potential engineering projects and products.
* Conduct field surveys and study maps, graphs, diagrams, and other data to identify and correct power system problems.
* Servicing and maintaining equipment.
* Designing and conducting tests.
* Record production details of small and large projects

**Warid Telecom Limited** **Jun 2010 to July 2011**

**Lahore, Pakistan**

***Customer Service Representative***

* Attracts potential customers by answering product and service questions; suggesting information about other products and services
* Opens customer accounts by recording account information
* Maintains customer records by updating account information
* Prepares product or service reports by collecting and analyzing customer information
* Contributes to team effort by accomplishing related results as needed.



**EDUCATION**

**BSc** in Electrical Engineering from University of Lahore

**MS** in Electrical Engineering from Govt.College University Lahore



**PROFESSIONAL/PERSONAL SKILLS**

* Proteus/research
* Pspice.
* Matlab.
* MS Office & Visio
* Project Plans
* Excellent communication and presentation skills.

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|  |  | **PERSONAL DETAILS** |
| Date of Birth | : | Nov, 1989 |
| Nationality | : | Pakistani |
| Languages | : | English, Urdu, Arabic (writing and reading only) |
| Visa Status | : | On UAE Residence Visa |
| License | : | Valid UAE driving license (Expiry:29-Dec-2024) |
|  |  | **REFERENCES** |

 *REFERENCES: Will be provided on request*