**Name: Muhammad**



**Muhammad.298947@2freemail.com**

**PROFILE & CAREER OBJECTIVES**

I have highly organized versatile IT Operational and professional experience with more than 15 years of span with PTCL Headquarter as well as in the regions for Telephone Billing, Revenue Collection, HR &Recruitment, Personnel & Payroll, Preparing Reports, Results-driven leader with superior motivational skills and ability to work collaboratively. Consistently meet deadlines, and effectively evaluate problems and generate solutions. Human Resources Management, Benefits Administration, Performance Management, Communication Processes, I am Seeking a challenging progressive career with an esteemed organization and to secure appropriate experience so that I may continue my professional job. I would like to apply all my efforts and skills for the prosperity and goodwill of the organization. Intend to work for an organization having a dynamic and challenging professional environment.

**ACADEMIC QUALIFICATION**

Education Blekinge Tekniska Högskola, BTH July / 2010

Master's Degree MSc Business Administration

Ronneby, Karlskrona, Sweden

Al Khair University AJK January / 2003

Master's Degree MBA Finance

Rawalpindi, Punjab, Pakistan

University of the Punjab September / 1991

Bachelor's Degree Commerce

Islamabad, Capital Territory, Pakistan

Federal Board of Intermediate & Secondary Education November / 1987

Associated Degree Intermediate

Islamabad, Capital Territory, Pakistan

Federal Board of Intermediate & Secondary Education March / 1985

High School or Equivalent Matric

Islamabad, Capital Territory, Pakistan

**EXPERIENCE**

**Unit Manager June 2014 till now**

**Organization: EFU Life Assurance Ltd Chandni Chowk, Rawalpindi.**

**Responsibilities:** Achieved business goals, recruitment and training of Insurance Advisors, Develop business segments as per company strategy with compliance. To ensure and maintain levels of productivity as prescribed. Developed various business segments as per the sales strategy, Achievement of sales targets and others parameters, retention, Manages and directs a sales force to achieve sales and profit goals. Designs and recommends sales programs and sets short- and long-term sales strategies. Evaluates and implements appropriate new sales techniques to increase the department's sales volume. Completed the task on monthly basis,

**Project Manager (Part Time) Jan 2005 to June 2008**

**Organization: NET Plus** an Internet Provider Company based in Basement 1, 101 Waqas Plaza Blue Area, Islamabad. Pakistan

**Responsibilities:** Managed Payroll, Prepared monthly salary/ billing statements. Handling accounts of Net Plus, Making reports, summary for the management, Saving the data electronically on CD,s/ manually, Collection of recoveries from different Organization,

**Manager Operation Jan 2003 to Mar 2008 (6 years)**

**Organization:** Pakistan Telecommunication Company Ltd. (PTCL), Headquarters, HRIS (Human Resources Information System), G - 8 / 4 Islamabad. Pakistan ([http://ptcl.net.pk](http://ptcl.net.pk/) , [http://ptcl.com.pk](http://ptcl.com.pk/) )

**Responsibilities:** Maintain the work structure by updating job requirements and job descriptions for all positions, Maintain organization staff by establishing a recruiting, testing, and interviewing program, counseling managers on candidate selection, conducting and analyzing exit interviews, recommending changes. Prepare assignments by establishing and conducting orientation and training programs. Monitoring and scheduling individual pay actions, recommending, planning, and implementing pay structure revisions. Ensures planning, monitoring, and appraisal of employee work results by training managers to coach and discipline employees, scheduling management conferences with employees; hearing and resolving employee grievances, counseling employees and supervisors. Completes human resource operational requirements by scheduling and assigning employees, Maintain human resource staff by recruiting, selecting, orienting, and training employees. Maintain human resource staff job results by counseling and disciplining employees, planning, monitoring, and appraising job results. Contribute to team effort by accomplishing related results as needed.

**Data Processing Executive Dec 1994 to Dec 2002 (8 years)**

**Organization:** Pakistan Telecommunication Company Limited **(PTCL)** O/o General Manager Lahore North LTR & General Manager Rawalpindi, RTR Region, Pakistan. ([http://ptcl.net.pk](http://ptcl.net.pk/), [http://ptcl.com.pk](http://ptcl.com.pk/) )

**Responsibilities:** Customer Services Relation, Telephone Billing & Distribution, Maintaining Operation for enquires. Revenue Office, Dealing with Consumers, Consumer problems against Telephone Billing Correction Amendments & Stabilization of data, Queries and Reports about Telephone Billing, Maintaining monthly summary and various reports, Administration concern with Revenue staff, Reports for the corporate managements. Communicate the status to management, Procurement in the Region of Pakistan

**Key Punch Operator Dec1992 to Dec 1994 (2 years)**

**Organization:** Pakistan Telecommunication Company Limited **(PTCL)** O/o General Manager Lahore South LTR & General Manager Computer. Islamabad, Pakistan. ([http://ptcl.net.pk](http://ptcl.net.pk/), [http://ptcl.com.pk](http://ptcl.com.pk/) )

**Responsibilities:** Key Punching of Stubs/Data (Speed 15000/ hr), Punching of Telephone Meter Reading, Telephone Booking Tickets, Punching of Phonograms, New and Amendments Data, Collection of Data from various Banks, Sorting of Data, Manipulation of Data, Editing of Data, Finalization of Data

**Computer Operator Jan 1991 to Dec 1992**

**Organization: New Crown** (Plastic Industry) based in AJK, Pakistan.

**Responsibilities:** Accounts matters with Payroll of Employees, Printing of all related account reports, Monthly bank reconciliations. Verification, proofreading, assembly and other related activities. Preparing cash receipts for posting,

**Management Trainee Mar 1990 to June 1990 (3 months)**

**Organization:** **United Bank Limited (UBL)** Sitara Market Branch G-7/1, Islamabad. Pakistan

**Responsibilities:** Practical Training and internship, making monthly Performance Report, Delivery Expenses of International Banking, Corresponding with banks client, Consolidation of statement of expenses, Consolidation of the General Ledger, Maintain File Record, Maintain File Record.

**Computer Education** . **(July 2000 to Jan 2001)**

**Organization:** NICON, Jinnah Supper Market. Islamabad.

Completed E-Commerce, Data Orientation and Application Program

**IT Skill, Operating Systems**

Windows Vista, Windows 7, Window XP, Window 2000 Professional and Server, Microsoft Word 2007, Microsoft Excel 2007, Microsoft Power Point, Microsoft Access, Internet Browsing, Computer Hardware and Software Installation. Operational work in SAP, SQL, Access,

**Professional Skills & Experience**

SAP Payroll 5 year’s

Operational Excellence 12 year’s

Human Resources 6 year’s

Finance/ Accounts 2 year’s

Marketing / Customer Service 6 year’s

Bank Reconciliation 1 year’s

**SKILLS**

Excellent presentation and communication skills, Focus, dedicated and resolute with an attitude for problem solving. Team environment and worked independently. Achieve the assigned target before the dead line. Strong managing, accounts background span total **18 years**

**Languages:** English, Urdu, Hindi, Swedish First level, Danish 4rd Module learning

**European Driving License:** Motor Car, Motor cycle from Finland.

**References: Can be provided on demand**

**Note: - Willing to Relocate**