****

**Faisal**

5+ years experience in telecom sector (PTCL), broadband team lead, customer services, triple play installation, and maintenance.

**Education:** B-Tech (pass) Electrical

**Contact:** C/o 0502360357

**E-mail:**  [faisal.357624@2freemail.com](mailto:faisal.357624@2freemail.com)

**Profile**

I am self-motivated and adventurous, able to work independently and also in the team. I can initiate creative improvements, which allow better management flow. Can make decisions and take any reasonable action necessary to carry out assigned responsibilities.

**Objective**

To pursue a career in progressive and dynamic environment where my creative initiative ideas and a genuine enthusiasm would allow me to progress.

Experience

Currently I am working in PTCL (Pakistan Telecommunication Company Limited) since 2011 in Broadband (ADSL Services) in which including additional duties which following are:

* Office management and distribution of work/tasks/queries to all staff of Broadband team and collect the reports and forwarded it Regional office on daily basis.
* As a team leader to face all public/customers issues and resolve it as so quick response.
* Keep viewing/look after charge all office management issues as a public/customer relation officer and dealing all official unofficial matters of subdivision level of Bahawalpur.
* Working in CRM software
* Working in Maximo software
* Primary responsibility is to provide overall support for CRM system and other production support activities relating to CRM.
* Ensure CRM SOP is accurately maintained.
* System Authority Users creation and assigning routine authorities, changing routine authorities, Field level authority setup as per business requirement.
* Order monitoring and reconciliation. Monitor orders that have exceptional status, unassigned or fail to generate work order.
* Order monitoring and reconciliation. Monitor orders that have exceptional status, unassigned or fail to generate work order.

**Technical Expertise:**

* To provide Installation and Maintenance of Triple play Services on Copper Access network, FTTC Network, FTTH Network (PSTN, Broadband & IPTV).
* I-Sentry (CCTV) installation, testing and maintenance for corporate customer of PTCL.
* Customer care regarding ADSL, and ISP etc. information and complaints handling.
* To provide on-line help to customers to resolve their Broadband problems.
* Installation configuration and troubleshooting of LAN, WAN and WLAN connections for domestic and corporate clients of PTCL.
* Installation configuration and Troubleshooting of VPN, Static IPs and DXX connections for domestic and corporate clients of PTCL.
* Installation, configuration and Troubleshooting of Smart TV (IPTV) and Smart PC App for domestic clients of PTCL.
* Installation, configuration and Troubleshooting of ADSL Broadband for domestic and corporate clients of PTCL.
* Install the new Circuits and the patching/jumpering of new ADSL connections at MDF in a professional manner.
* Rectification of faults against installed connections and providing first level support from DSLAMs.
* Transmission, Media patching and media looping activities at Telephone exchange and customer premises
* Rectification of VPN, Broadband and Smart TV faults through CRM (Customer Relationship Management).
* Installation and commissioning of Huawei and ZTE DSLAMs at Telephone Exchange.
* Installs tests and maintains private and switched services, and applications for individual residential and business customers.
* Responsible for meeting all targets/KPI's on daily bases as set by the Department.
* Achieving high customer satisfaction with high quality service delivery and ensuring

First Call Resolution (FCR)

* Gather customer's concerns/suggestions, and ensuring that customer's voice is being

Channeled to the right place and follow up

* Ensure that customer queries generated by him/her should be resolved in the specified

Turnaround time (TAT) by following up on services requests.

**Technical courses**

* 1 Year Advance Diploma in Telecommunication & system engineering from Ministry of Federal Government Islamabad.
* 3 month short course in Optical Fiber Cable Splicing and Transmission System from TFTI Lahore Cantt.

**SKILS**

* Work Experience on CAT 5 Cable
* Work Experience on CAT 6 Cable
* Stripping of Optical Fiber Cable
* Cleaving of Optical Fiber
* Splicing of Optical Fiber Cable
* Work Experience on Splicing Machine
* Work Experience on Cleaver
* Working Experience on OTDR
* Testing of Optical Fiber Cable
* Work Experience on Power Meter

Computer Proficiency

* 1 Year Post Graduate Diploma in IT from CITY College Bahawalpur.
* 3 month short course in Office Management from Universe College Lahore

Languages

* + - English
    - Urdu

Key Skills

* Good communication skills
* Working efficiently in team as well as individual level
* Adapt easily to new concepts and responsibilities
* Hardworking, Punctual and Regular
* Self-Motivated and work well in Pressure Situations

**Personal Information**

* + - **Nastionality:** Pakistani
    - **Date of Birth:** 09-09-1991
    - **Marital Status:** Single

References

Reference will be provided on demand.