

## MUHAMMAD AMIR UDDIN

**Contact:** +971 50 7771385

**Date of Birth:** 13<sup>th</sup> October, 1983

**UAE Driving License:** Light Vehicle

**VISA Status:** Employment

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**Nationality:** Pakistan

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### Objective:

Lead a large team of professionals where I would be able to inculcate knowledge, motivation creativity, skills, innovation and leadership competencies in them. Using my skills, education and experience along with the relevant applications and industry knowledge, I can effectively enhance any company's success and my own growth.

### Professional Skills:

- Relationship with B2B & B2C clients
- Client portfolio management (High ARPU / HNWI / SME)
- Team leadership
- CRM applications
- Microsoft Office / Excel / data analysis
- Design marketing collateral (brochures, flyers, logos)
- ISO Standards compliance
- Report writing & presentation designing
- Office administration & management
- Quality assurance & compliance
- Know your customers (KYC)
- Motivational speaking
- Van sales management
- Excellent knowledge of all major UAE roads & locations

### Professional Experience:

#### UKR General Trading LLC

##### Sales Team Lead

January 2020 - Date

- Managing sales of Telecom products through self & assigned sales team
- Responsible for capitalizing sales from the respective region
- Establish & maintain relations with stakeholders, real estate, building mgmt. to enhance sales network



#### Zero Five Zero Telecom

##### Assistant Sales Manager

August 2019 – December 2019

- Managing sales of Telecom products through assigned sales team
- Responsible for capitalizing sales from the respective region
- Perform other administrative duties to support the management



#### INNO CONNECT GENERAL TRADING LLC

##### Sales Team Lead

September 2017 – August 2019

- Managing sales of Telecom products via Van Channel through assigned sales team
- Managing the Etisalat mobile sales van "Smart Mobi Shop" as per the defined service standards



- Keeping the team motivated & up to date via short trainings and quizzes
- Perform other administrative duties to support the management
- Validation calls to customers post sales to ensure compliance and to minimize fraud



## **JURASSIC TECHNOLOGIES LLC**

### **Business Development Manager**

**June 2015 – September 2017**

- Managing sales of Telecom B2B products and services
- Maintaining relations with the existing clients & tagged companies for future business
- Identify new locations & events to enhance sales network
- Keeping the team motivated & up to date via short trainings and quizzes



## **UFONE (PTML)**

### **Relationship Manager – Priority Services**

**May, 2013 – June, 2015**

- Providing personalized services to priority customers via self & assigned PSE's
- Managing portfolio of 1500+ HNWI & key accounts, ensuring high ARPU through long term relationship
- Special projects execution from the C & D Level management such as KYC, MNP, Win Back activities
- Achieving assigned regional targets via promotion of GSM, enterprise solutions to tagged clients
- Managing 240+ sub retailers, EVC management, cash reconciliation and recovery
- Created regional service quality & efficiency analysis reports

### **Executive Customer Care – Inbound**

**April, 2008 – May, 2013**

- Responsible for customer services via inbound calls from individual & corporate customers
- Performed live and historical call monitoring of agents
- Served as Backup Team Lead to assist in monitoring, training and counseling a team of 20+ CSRs
- Ensure all interactions are in accordance with the defined Ufone Service Standards

## **CORPORATE SERVICE PROVIDERS**

### **Customer Service Coordinator**

**August, 2007 – April, 2008**

- Responsible for overseeing outbound call campaigns and projects to USA / Canada and Europe
- Inbound customer support to Telenor, PixSense and Vodafone via support ticketing systems
- Training to new employees for conversational skills, call handling, standard hard and soft skills

## **COMFRA PLASTICS**

### **Operations Supervisor**

**January, 2003 – May, 2007**

- Managed the production of plastic precision parts (automobiles, electronics, and consumer items)
- Office administration keeping record of ledgers, bills, Sales and Income tax records
- Coordinated with customers and resolved their concerns regarding production, quality, and pricing

### **Education:**

- MBA (Marketing) from Virtual University of Pakistan, 2011
- BBA from University of Karachi, 2007
- Intermediate from P.A.F Inter. College Masroor, 2003

### **Specialized Courses / Workshops:**

- Maximizing Sales from Etisalat Academy Dubai, August, 2016
- Advance MS Excel Workshop, internal training from Ufone, 2014
- Train The Trainers Workshop from Zenith Consultancy, 2013

### **Major Achievements:**

- 30% reduction of company's transportation expense w.r.t fuel, service and routes
- Managed multiple Etisalat sales events at Dubai Municipality, Business Village, Al Buteen Airport, GITEX
- Member of internal team for implementation of ISO in Ufone COPS Dept.