

Muhammad Zeeshan



Date of Birth: 26-Oct-1993.

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Nationality: Pakistani

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Gender: Male

Linguistic Proficiency: English, Urdu, Punjabi.

PROFILE

Master's in Commerce with over five years in sales, rates & billing in telecom, Customer relationship Management and supervision of telemarketing team experience. Resourceful and knowledgeable about wholesale VoIP. An international telecom professional, competencies being Carrier, Rates & Billing, Accounting, Interconnect, Partner Management, Negotiation and Product development.

EDUCATION

- **Masters of Commerce** **2019**
University of Punjab
- **Bachelor of Commerce** **2016**
University of Punjab
- **Higher Secondary Certificate (I.com)** **2014**
Institute of Business Laureate.

EXPERIENCE

PLD International, LLC.

Duration: Nov/2015 – Apr/2022.

VoIP / SMS:

Role & Responsibilities:

- Managing, uploading and rerating on Odine server (Currently).
- Managing, uploading and rerating on GCS Billing server (Pervious).
- Providing Solution's for work related issues on LCR, and Rates.
- Organizing Team meeting to maximize efficiency.
- Stream lining SOP's for better KPI's monitoring.
- Directly reporting to head of the department.
- Regions wise reports analysis.
- Efficient network troubleshooting.

Account Management:

- Handling and maintaining key accounts.
- Building Profitable relationship with customers.
- Developing profitable deals and financial plans.
- Bringing new comprehensive accounts onboard.
- Achieving operational efficiencies and financial targets.
- Comprehensive business development.
- Managing technical details and troubleshooting.
- Coordination with Account managers for rates check-up and efficient traffic flow.
- New customer interconnections.
- Closing sales and revenue generation.
- Daily & weekly reports creation.

NOC Tech:

- Data management.
- Escalations and Security threats alarms handling.
- Fraud Auditing over the network.
- Vulnerability analysis over the network.
- Managing Routing and Monitoring network health.

- Troubleshooting the Network in case of issue.
- Working with senior management to resolve the critical issues.
- Documentation and reporting.
- Auditing and managing team.
- Develop projects and manage IT administrations tasks and maintain optimal workflow.

Senior Sales Supervisor.

Duration: Aug/2014 to Oct/2015

Info-Technologies:

Role & Responsibilities:

- Monitoring Team Performance in order to increase the gross profit and margin on new and current business.
- Interacting with Customers for feedback & satisfaction.
- Focus on enhancing sales while maintaining performance above target projections.
- Reports generation of daily sales volume.
- Conducting Team meeting for expand and maintain productive client relationships.
- Identify significant business opportunities and implement structured sales process and support.

Customer Relationship Executive

Duration: Feb/2013 – Jul/2014.

World Sim:

Role & Responsibilities:

- Interacting with customers about handling complaints and feedback.
- Trouble shooting errors.
- Coordinating with Account managers to report issues and activities.
- Organizing Team meeting for training and efficiency.

Dispatch Supervisor

Duration: Jan/2011 - Feb/2013

Direct TV:

Role & Responsibilities:

- Interacting with customers & Techs.
- Distributing jobs to technicians.
- Managing job rosters.
- Checking performance of technicians.
- Activation or de-activation of receivers.
- Network Troubleshooting.
- Getting feedback from customers on work done.

SKILLS:

- Telecom Sales, Marketing and service.
- Telecom software: GCS Server and Odine Platform.
- Operational Metrics and efficiencies.
- Network and Communication Systems.
- Negotiating & Sales.
- Relational software handling.
- Operating logs of organization.
- Logistics control.
- Windows 7/10 and Office.
- Proactive, excellent communication skills and good into building personal relationships.

EXTRA-CURRICULAR ACTIVITIES:

- Cricket, Football & other Physical games.
- Community Services.
- Drama, music & arts performance.

- Volunteering Activities.
- Events Management.