Muhammad Awais

Branch/Operation Manager at SAMSUNG Customer Care (SMART SERVICES)

To gain good experience and to secure employment in a well reputed organization. Being a skilled base & technology lover person, I would like to avail this opportunity to excel in the field of Customer Service & Technology. I would like a job where my experience will result in an expanded clients and a more profitable organization.

📊 Strengths & Skills

- ✔ Client Support
- ✔ Customer Services
- ✔ Task Management
- ✔ Customer Relationship Management
- ✔ MS Office
- ✔ Performance Management
- ✔ Operations
- ✔ Financial planning
- ✔ Team player

☑ Experience 6 years

Samsung customer care (SMART SERVICES) Branch/Operation Manager	6.4 years	Jul 2017 - Present
PTCL Client Support Executive	1.2 years	Apr 2016 - Jun 2017
Akhuwat IT Support Office	2 months	Jun 2015 - Aug 2015
Du Telecom Document Co ordinator	3 months	Jun 2012 - Sep 2012

☰ Projects

Online E-Farm News (UMT)
Adobe Dreamviewer, Photoshop, Sublime Text, SQL Server.

An reseach on buliding a Data Warehouse (UMT)
Microsoft Word, Internet.

Hospital Management System (UMT)
Microsoft Visual Studio

☰ Work History

Samsung customer care (SMART SERVICES)	Jul 2017 - Present (6.4 years)

Branch/Operation Manager   Lahore, Pakistan

- Monitor market trends, research consumer markets and competitors' activities to identify opportunities and key issues.
- Measure & report performance of all marketing campaigns, & assess against goals (KPIs and ROI)
- Supervise Warranty Claim team (Smart Services to Samsung).
- Head of GSPN team (Samsung's dedicated software for Customer Care Services).
- Prepare monthly and quarterly Field Call Ratio (FCR) and share details with technical wing of samsung in order to maintain the quality of brand up to the mark.
- Address / Evaluate and provide urgent resolution for Dealers / Sales personnel's issues.
- Warranty & Paid complaints Operations Monitoring / Management (Nation-wide).
- Brainstorm new and innovative growth strategies
- Keep follow up of long pending complaints / issues and provide solution to maintain brand image.
- Focal person for resolution of customer based queries through Samsung's Contact Center.

Contact Info

📱 0334-4448406
✉ Awaais.sh@gmail.com

🏠 F-315 Rehmanura, Wahdat Colony Quaters
Lahore, Pakistan

🎓 Academics

Bachelors of science in computer science (BCS) | 2016
University of Management & Technology (UMT), Lahore

FSc | 2011
H.H Sheikh Rashid Al Maktoom Pakistan School, Dubai U.A.E, DUBAI

SSC | 2009
H.H Sheikh Rashid Al Maktoom Pakistan School, Dubai U.A.E, DUBAI

🏆 Awards

- Best Service Center | 2022
- Linux System Admistrator | 2016

⚙ Industries

- Electronics
- Information Technology
- Project Management
- Warehousing
- Ecommerce
- Services

✳ Functional Areas

- Client Services & Customer Support
- Computer Networking
- Database Administration (DBA)
- Field Operations
- Management Consulting
- Management Information System (MIS)
- Operations
- Planning & Development
- Product Management
- Project Management
- Public Relations
- Quality Assurance (QA)
- Sales & Business Development

🔊 Languages

- Urdu - Native
- English - Medium
- Punjabi - Medium
- Arabic - Beginner

☆ Hobbies

Cricket	Batmintion
Researching	Team player
Swiming	Surfing

- Focal person for complaints execution & Monitoring Authorized Service Centers (ASCs) working under domain of the company in all over the country and resolve their issues in order to keep operations smooth.
- Parts planning in coordination with Parts team for fast moving parts and safety stock.

PTCL	Apr 2016 - Jun 2017 (1.2 years)

Client Support Executive

Lahore, Pakistan

- Handle staff inquiries both telephonically and by email.
- Provide staff with product and service information.
- Organize office IT related preparations and Trainings
- Maintain accurate IT support database.
- Identify & escalate priority issues

Akhuwat	Jun 2015 - Aug 2015 (2 months)

IT Support Office

Lahore, Pakistan

- Worked in IT department as an internee, major task included maininting the system performance.
- Handle of crash application.
- Email backup.
- Updating windows enviorment.

Du Telecom	Jun 2012 - Sep 2012 (3 months)

Document Co ordinator

Dubai, United Arab Emirates

Worked as Document Co ordinator major task inculded document validating and updation of correct infornormation.
Scanning the document to figure out fraud related activities.

☰ Projects

Online E-Farm News	Nov 2015 - Feb 2016 (3 months)

Company: UMT / UMT

Tools: Adobe Dreamviewer, Photoshop, Sublime Text, SQL Server.

An acedemic project
- A website based on Html, Css and Javascript giving updates to farmers about latest alerts, pesticides control, weather updates
- Providing agriculture tips and helpfull tips.
- Worked on team of two students handling different tasks.

An reseach on buliding a Data Warehouse	Nov 2015 - Jan 2016 (2 months)

Company: UMT / UMT

Tools: Microsoft Word, Internet.

An reseach on buliding a Data Warehouse
- Worked on team of two students handling different tasks.
- Worked in a team of three students, analyzing data mart design and planning.
- Data visualization.
- Reporting.

Hospital Management System	Apr 2011 - Jun 2011 (2 months)

Company: UMT / UMT

Tools: Microsoft Visual Studio

An Acedemic semester porject..
- A simple C++ application that keeps records for patients and doctors.