



Hamza Ali

Asst. Manager



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Saddar Town, Karachi, Pakistan

Summary

Dynamic Department Asst. manager with over 10 years of professional experience. Diplomatic, highly organized, self-motivated, adept at managing sensitive situations and proficient with computers. Seeks to leverage top-notch managerial and organizational skills to boost efficiency at Level 3 BOS. Managed a team of 28 officers, Senior Officers & Executives in a high-volume BPO business. Grew the number of new preferred vendors by 30% a year, and reduced the annual budget by 23%. Eager to help Mobilelink LLC, Mobily LLC & Vital Wireless boost its KPIs through outstanding customer satisfaction by truly focusing on Preventive Maintenance (PM), Corrective Maintenance (CM), Optimized office supplies spending, and determined Utility management.

Skills

Web Designing | Verbal And Written Communication | Typing Speed | Time Management | Telephone Operations | Team Management Skills | Strategic Skills | Secretarial Skills | Project Management | Project Administration | Operations Skills | Operations Administration | Office Administration | MARKETING EVENT PLANNING | Management Skills | Management | Leadership Skills | Lab Knowledge | HR Information Management | Facilities Management | Excel Dashboards | Employee Administration | Data Mining | Data Entry Operation | Data Entry | Customer Service | Computer Graphics Design | Communication Skills | Budget Estimating | Amazon Operations | Administrative Office Support | Administrative Management | Administrative Functions | Accounts and Finance | Account Management | Academic Support Services

Experience

Dec 2018 - Present

Asst. Manager

Level 3 BOS, Karachi, Pakistan

Currently, I'm performing my responsibilities as an Asst. Manager Support & Services. The Support & Services Department includes Sections & Sub-Sections in which there is a Facilities/Maintenance section, Utility section, Store Supplies section, Launch & Acquisition section & Operations section.

Jan 2017 - Dec 2018

Team Leader (Sales)

New Jubilee Life Insurance Company Limited (NJI Life), Karachi, Pakistan

2 years of working experience in New Jubilee Life Insurance as a Team Leader. Managed a team of a total of 14 sales officers & executives. Major responsibilities are to gain and achieve daily, weekly & monthly sale targets. Needs to visit multiple branches (Banks) on a daily basis to check and get updates from each officer/executive. Report to higher management about daily progress & achievements. Conduct weekly & monthly training sessions with the team members. Conduct weekly meetings with District Sales Manager (DSM), Regional Manager (RM) & Sales Head to discuss weekly progress of team members and how to overcome the difficulties. Prepare weekly & monthly reports of each team member to share with the higher management.

Sr. Executive (Accounts & Administration)

OHS FOODS, Karachi, Pakistan

More than 5 years of working experience as a Sr. Executive Accounts & Administration in "OHS Foods". Major responsibilities are to deal & handle all accounts, finance and administrative matters of the franchise and warehouse. Update higher authorities regarding daily, weekly and monthly sales & expenses. Make daily reports, reconciliation, prepare check for vendors, update vendor sheets, prepare monthly salaries of employees. Prepare appraisal by collaborating with HR dept. Prepare events & marketing budgeting. Coordinate all repair & maintenance work of franchise/branches and regional office.

Education

2015

DADA Bhoy Institute of higher education.

Bachelors in Commerce , Bachelors in Commerce
Management, Marketing

Projects**E-MAINT CMMS**
<https://x47.emaint.com/>

Worked along with the USA based software company in the launching of an E-Maint CMMS Software and Application. Everything which we developed in the SPL portal, the same has been replicated into the E-Maint software. Moreover, we created a database of more than 700 franchises additionally we created an individual login interface in which each section officer can receive and entertain complaints separately. Employee data has been uploaded into the database which helps us know the name & designation of each employee who logged complaints and each agent who entertained those complaints. We've added some more new features into the software i.e Manager reports, Weekly/Monthly Statistics & Recap, Departmental Summary, Help Desk, Daily Checklist, Dashboard, Training Checklist, Escalation Matrix, Prioritization Process, Preventive Maintenance plan etc.

MIS Portal & Mobile App
<https://mis.mobilelinkusa.com>

Worked together with my AI team in the launching of MIS portal & mobile application on demand of the leadership. Which helped us to streamline the daily Maintenance complaints, Supply order requests, Utility queries, and bill payments from both the user & admin end. The administrative section receives tickets and works accordingly on its resolution. A database associated with the portal allows us momentarily to track and update every ticket generated by the system till its resolution. Additionally, we created a database of more than 500 franchises in the portal. Each franchise can easily log complaints with their specific store unique IDs (UIDs).

SPL Portal
<https://mobilelinkusa.com/spl/>

I've worked on a project with my AI team in launching a new SPL portal. Which helped us to streamline the daily Maintenance complaints, Supply order requests, Utility queries, and bill payments from both the user & admin end. The administrative section receives tickets and works accordingly on its resolution. A database associated with the portal allows us momentarily to track and update every ticket generated by the system till its resolution.

Languages

English
Expert

Urdu
Expert