

# HAMZA JAWED

Karachi, Pakistan.

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**Father's Name:**

Jawed Iqbal

**Nationality:**

Pakistan

**CNIC #:**

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**Passport N#**

F2823553

## *Objective:*

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A confident , reliable, self-assured individual who combines the ability to deal with a position and sensitive approach. Hold good communication and interpersonal skills. Quick to learn new technologies, excellent numerical and literacy skills and highly computer literacy. These have been achieved in demanding and challenging environment have where I have demonstrated the following qualities. A natural '**People Person**' with the confident and the ability to communicate effectively with people at all levels and all backgrounds.

## *Experience*

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### **Zulfiqar Motors Lahore (1 year)**

**Job Title: As a team leader in Marketing**

**Responsibility:**

- Marketing team leader are responsible for leading and training employees within the marketing department of Organizations, as well as ensuring that the department operates within its established and approved budget.
- They must work closely with other managers within the company, especially production and sales managers, and they may also lead meetings among employees and supervisions.
- Review, analyze and revise marketing strategies.
- Communication with team members and stakeholders , attend meetings.

- Manage and coordinate marketing team to develop strategies and designs .
- Manage assigned projects from inception to implementation.
- Review, analyze and revise marketing strategies.

Communication with team members and stakeholders , attend meetings.

### **IPS INFORMATION PROCESS SOLUTION ( 2 YEARS)**

**Job Title: B2B Client Dealer.**

**Responsibility:**

B2B client dealer responsible for leading and contributing to projects that drive

Revenue growth. Manage marketing effects for brands position and awareness to manage lead generation, website development and content curating, creation, and sales collateral.

### **KABAB JEES HEAD OFFICE (2 Years)**

**Job Title: CSR**

**Responsibility:**

- Happy Employees = Happy customer
- Sustainable supply chains and sourcing locally
- Food safety is king.
- Being communication

### **Vitamin Company (1 Year )**

**Job Title: Computer Operator**

**Responsibility:**

- Provides data by operating a computer.
- Determines sequence of operations by studying production schedule.
- Performs defined tasks per documented instructions/processes.
- Prepares equipment for operations by accessing software in computer.
- Makes appropriate changes to the documentation, as needed.
- Monitors and manipulates daily system jobs.
- Starts operations by entering commands.
- Maintains operations by monitoring error and stoppage messages, observing peripheral equipment, and making adjustments in the process.
- Generates reports from batch jobs and distributes to end-users.
- Maintains incident logs for all monitored systems.
- Resolves user problems by answering questions and requests.
- Ensures operation of equipment by completing preventive maintenance requirements and tests and following manufacturer's instructions.
- Troubleshoots malfunctions.
- Continuously monitors and reacts to IT operations processing schedule.
- Responds to incoming telephone calls, email, and voice mail inquiries from internal customers (within IT department) regarding computer-related problems.
- Maintains supply inventory by checking stock to determine inventory level.
- Maintains client confidence and protects operations by keeping information confidential.
- Contributes to team effort by accomplishing related results as needed.

### **ENVISION CALL CENTER (1 YEAR )**

**Job Title: Floor Incharge**

#### **Responsibility**

- Floor manager is responsible for the work and quality of call center agents
- Enforce proper service protocol and standard operating procedures of all agents.
- Review all call center documentation and work with recruitment staff to coordinate new hire and training.

### **BIN SAFEER MART (1 YEAR)**

**Job Title: Supervisor**

#### **Responsibility**

- Accomplishes department objectives by supervising staff organizing and monitoring work processes.
- Accomplishes staff job results by coaching, counseling, and disciplining employees. Plans, monitors, and appraises job results. Conducts training.

## **IT Skills**

- ❖ MS office word, excel, power point, access one note.
- ❖ Trouble shooting assessment, system knowledge, analytical testing, calm mindset, problem solving, logic, critical thinking skills, collaborating, communication
- ❖ Enterprise systems payment processing , auto mated billing system, customer relationships management (CRMs like oracle, net suite or sales force). Business continuity planning.
- ❖ Web HTML, CSS, JAVA scripts , content management system(CMS)
- ❖ HARDWARE / SOFTWARE

## **Education**

Particulars	
C.T.SCAN	Technician from Abbasi shaheed Hospital Karachi
Graduation	Karachi University
Intermediate	Engineering from board of intermediate education Karachi
Matric	Science from Board of secondary Education Karachi