

RIZWAN AHMED

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I am a certified computer scientist with exceptional experience and a respected builder and leader of customer-focused teams. Naturally supportive embeds a high-performance culture across the business to ensure shared objectives are achieved.

SKILLS AND EXPERTISE

Information Technology Project Management

Customer Services and Client Satisfaction

Cross Service and Team Management

Business Development and Management

PROFESSIONAL WORK EXPERIENCE

Ensemble Solutions Group - Karachi, Pakistan (Feb 2022 - Present)

Technical Support Specialist (Tier 1 & 2)

Responsibilities:

- Answer Support Phone Lines (This includes our Grasshopper, White Glove Support, and any other first-line support lines)
- Respond to support email requests for Tier 1
- Support tasks on tier 1 support items
- Support Ticket creation, resolution, and documentation
- Device troubleshooting and documentation
- Product Management Services troubleshooting (e.g. Sierra Wireless ALMS and AMM, PepLink InControl2, Cradlepoint NetCloud Manager, Cisco/Meraki DashBoard, etc.)
- Create and publish Knowledge Base articles (TBD)

Virtual Sting Ray Tech - Karachi, Pakistan (Dec 2017 - Feb 2022)

Head of Customer Service and Sales

Responsibilities:

- Setting a vision for how technology will be used in the company. Ensuring that technological resources meet the company's short and long-term needs.
- Outline the goals for research and development.
- Creating timelines for the development and deployment of all technological services
- Making executive decisions on behalf of the company's technological requirements
- Acting as a mentor to team members
- I am maintaining a consumer-focused outlook and aiding in delivering IT projects to market.
- Managing technology budgets and time frames
- Staying on top of technology trends and developments
- Ensuring all technology practices adhere to regulatory standards.
- I actively and consistently provide all sales and customer acquisition processes by the customer services department.

Goldbar Enterprises, LLC – Rawalpindi, Pakistan (Sept 2007 – Aug 2015)

Head of Customer Service & Sales

A company founded in 1996 by Online Marketing and E-commerce pioneers Marc & Terry Goldman. LLC focuses on high-quality E-commerce solutions for business development.

Responsibilities:

- Responsible for the management of 2-member within the Department of Customer Services
- Accountable for staffing and teaching reps
- Helped in the progress of new policy and procedure Carried out market study reviews amongst client support to look for a response on sales methods, follow-up techniques, and value after-sales service
- Took care of the needs of high-income business accounts through the broad monitoring process
- Performed for new customers in advancing new accounts and executing new system
- Given priority and managed day-to-day monitoring to ensure appropriate resolution Controlled customer service stands on client reaction through the growth of new policy

KEY ACHIEVEMENTS

- Achieved 99.5% customer satisfaction and client recognition
- Created a new automated method for billing tracking procedures to increase accuracy and accountability

NCO Financial Services, Inc. – Brantford, Canada (Nov 2006 – July 2007)

Client Services Executive

NCO Financial Service is the call center in Ontario, Canada

Responsibilities:

- Acted as customer services executive and was awarded customer recognition within the first month of service
- Worked on behalf of American Express to collect credit card bills on the phone and was the top Debt collector on Boxing Day.

SP Data LLC – North York, Canada (Oct 2006 – Nov 2006)

Telesales Representative

SP Data LLC is the call center in North York (Ontario), Canada

Responsibilities:

- Worked for outbound sales and telemarketing campaigns

Gemma Communication – North York, Canada (Sept 2006 – Oct 2006)

Telesales Representative

Responsibilities:

- Worked for outbound sales and telemarketing campaigns

Direct Energy – Toronto, Canada (April 2006 – Aug 2006)

Registration/Marketing Officer

Responsibilities:

- Worked at outdoor sales to enroll clients for energy savings plans on their utility bills

EDUCATION

Al-Khair University (AJK) - Sept 2002

- Bachelor of Science
(Computer Science)
Rawalpindi, Pakistan CGPA:
3.10/ 4.0

HOBBIES & INTERESTS

Business technology Music and reading of books Gardening

LANGUAGES

English – Excellent reading, writing, and speaking