



House 19-A Street 01
Palm City Chaklala Scheme III
Rawalpindi
Contact: 03018500249
Email: muhammadimtiaz242@gmail.com

Muhammad Imtiaz

In my professional career, I worked with dynamic organization to achieve challenging Management position where recognition is related to personal initiative and performance for further professional growth and development.

Experience

Organization: - Associated Technology Pvt Ltd

Job Title: - Executive Accountant

Duration: - 28-August.2019 to Date

Responsibilities: -

Job Responsibilities:

- Preparation of Technical Reconciliations,
- Preparation of Financial Reconciliations with all MNOs.
- Calculation of Electricity Bill of all regions.
- Preparation and submission of Project Invoice (Site Acquisition, Civil Work, Tower Supply, WAPDA DN, NOC Fee and Site Energization)
- Coordination with Documentation departments of Telecom operator.
- Managing the sites Lease record along with site owner's documents
- Reports preparation and submission to Telecom operators and management such as SAR, PR (Problematic Reports), Summary of Current Status of Project
- Supporting in signing of lease agreements with site owners, and submission of lease agreements along with owner documents to telecom operators.
- Preparation and submission of applications for WAPDA energization on sites and getting NOC from concerned Government authorities.
- Preparation of TMA and Society NOC Files.
- Preparation, Managing and getting approval of Projects different milestones (Site Acquisition, Civil Work, Tower Supply, WAPDA DN, NOC Fee and Site Energization)
- Keeping and managing all Documentation record.

Organization: - IBEX Global

Job Title: - CSE

Duration: - 06-June.2016 to Date 31-Aug-2019

Responsibilities: - 111 – BCH - MNP

- Act as liaison between Mobilink & Customers
- Handling of incoming invoices from arrival to payments. Auditing of Monthly Invoices and Reconciliation of all tasks completed by Vendor.

- Handling all SIM delivery task Jazz & Warid
- Provide information of different Products & Promotions to the customers and calling over Mobilink Help line (111 + BCH + MNP) ensuring first call resolution
- Acknowledging & registering customer's complaints regarding various Services related issues ensuring first call resolution
- Manage daily KPI's in order to be a key player in Team & Contact Center performance

Organization: - Mobilink
Job Title: - CCR
Duration: - 24-January.2011 to 6-June-2016
Responsibilities: - 111, 789 & 1344

- Act as liaison between Mobilink & Customers
- Provide information of different Products & Promotions to the customers and calling over Mobilink Help line (111) ensuring first call resolution
- Acknowledging & registering customer's complaints regarding various service-related issues ensuring first call resolution
- Manage daily KPI's in order to be a key player in Team & Contact Center performance
- Activation of New SIM keeping in view the PTA rules.
- Listen the calls carefully and answer the queries of customer giving them best option according to their usage, Listen Try to solve the Problems of customer
- Handle the customer calls of 111, 789(New Jazz Sale Activation Helpline) and 1344 (Retailer Helpline), understanding their queries and give the best solution of their problem.

Organization: - Alcatel Lucent Pakistan Limited
Job Title: - Project Finance Coordinator
Duration: - 16-October.2006 to 31-December-2009
Responsibilities: - Alcatel Lucent Pakistan Limited

Serving as a service team coordinator (operations department) with the below mentioned responsibilities.

Financial responsibilities

- Process outsourced employees' payroll.
- Verification and costing of service team rented vehicles, hotels, air tickets, mobile bills, Expats (foreign employees) and driver's overtime invoices.
- Verification and costing of expenses being incurred by service team employees' and then reimburse the expenses as per company policy.
- Book expenses on accrual basis every month against service team rented vehicles, outsourced employees, mobile bills and Expats expenses.
- Generate monthly management expenses report.

HR responsibilities

- Manage service team outsourced employees' headcount database.
- Manage service team outsourced employees' resources (tools, revolving advances)
- Conduct / arrange interviews as per requirements.
- Manage future consideration cases for service team outsourced employees' database based on interview ratings.
- Responsible to confirm the implementation of sub-con policies.
- Arrange local and foreign trainings for service team employees as per predefined schedule and requirements.

Administrative responsibilities

- Manage service team vehicle database.
- Manage service team mobile SIM cards database.
- Manage service team foreign trainings, missions and meetings visa processing, hotels booking, air ticket reservations and advances

Organization: - Kalai Valley Board (Pvt) Limited
Job Title: - Accountant
Duration: - 01-January.2005 to 14-October, 2006
Responsibilities: - INVOICING
Preparation of All invoices, Reconciliation of Invoice Payments, Dispatch Invoices,
ACCOUNTAT
Journal & Cash Voucher, Cash handling, Preparation of Cash & Bank Statement, Bank Dealing & Reconciliation,
Preparation of Ledgers & Final Accounts.

Organization: - Al-Falah Development Organization
Job Title: - Accountant
Duration: - 01-July.2004 to December 2004
Responsibilities: - Preparation of Journal & Cash Voucher, Cash handling, Preparation of Cash & Bank Statement, Bank Dealing & Reconciliation, Customers Dealings & payments Preparation of Ledgers & Final Accounts.

Organization: - Muslim Commercial Bank Limited
Job Title: - Internship
Duration: - 01 June, 2003 to 31 September, 2003
Responsibilities: - Customers Dealings, Credit Dealing, Preparation of Demand Draft, Tele Transfer. Traveling Cheques etc.

Educational Qualification

Degree: - Bachelor in Commerce (2003-2005)
Major: - Commerce
Institute: - Govt. College of Commerce

Degree: - Diploma in Commerce (1999-2001)
Major: - Commerce
Institute: - Govt. Commercial Training Institute

Interests

- Book Reading
- Visiting Historical Places
- Listening Music
- Playing Cricket & Snooker

Computer Skill

- Windows (98,2000, 2003-07 & XP)
- Microsoft Office (Practical work experience of more than Five years)
- Fax & Scanning
- Web Surfing, Fox Pro, SAP, Siebel, ePoint

PERSONAL INFORMATION

Name: - Muhammad Imtiaz
Father's Name: - Muhammad Ilyas
Date of Birth: - September 29, 1980
N.I.C No: - 37405-0669474-5
Domicile: - Punjab (Rawalpindi)
Nationality: - Pakistani
Religion: - Islam
Marital Status: - Married
Address: - House No 19-A St 01 Palm City Chaklala Scheme III
Rawalpindi
Mobile No: - 0301-8500249 - 0300-5564547

Reference:

Provided on Demand