



AMBREEN RIAZ

Technical and Sales Operations Leader | Expert in OMNI Channel Platforms | Data Analysis & Monitoring Specialist

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Rawalpindi, Punjab, Pakistan

SKILLS

Project Management

Workflow planning

Sales Analysis

Operations oversight

Strategy Development

Linux

MySQL

Business Development

TRAINING / COURSES

Excel Hands-on Data Analysis & Visualization (December 2022) Excel Hands-on Data Analysis & Visualization training conducted by Zeta Technologies

Data Analytics (March 2023) Having completed the Leverify Quest Data Analytics course of 1 months with timely assignments, punctuality and outstanding remarks.

Advanced MySQL Topics (Dec 2023) an online non-credit course authorized by Meta and offered through Coursera

Advanced SQL for Data Science (June 2024) Top skills covered are Time Series Analysis, Data Science and SQL

SUMMARY

Results-driven professional with a background as an NOC engineer at Telenor and currently serving as a Senior VAS Executive overseeing CPaaS products. Proven expertise in network operations, emergency handling, and VAS platform management. Adept at implementing innovative solutions to enhance efficiency and introduce new services. Committed to contributing technical acumen and leadership skills to drive success in dynamic environments.

EXPERIENCE

Senior VAS Executive 2021 - Present
[Zeta Technologies Pvt Limited](#) Islamabad

Affiliated with Acmetel

Internal and external stakeholder management: Managed all operations related to the sales, technical, and commercial teams for Zeta Technologies' OMNI Channel platform.

Feature Enhancements and Monitoring Tools: Introduced monitoring tools such as Zabbix and Grafana to monitor daily traffic and contributed to the development of dashboards in Grafana by integrating MySQL databases.

Data Analysis: Provided comprehensive data analysis and reports to management using Google Sheets and Microsoft Excel, aiding in decision-making processes. Assisted in Business process mapping of the product platform using Blue Works live.

Financial Management: Handled all financial operations related to Mobile Network Operators (MNO) connectivity, ensuring smooth financial transactions and operations.

NOC Team Leadership: Led the Network Operations Center (NOC) team, establishing and managing processes for incident management, change management, and account management.

Customer Support: Addressed and resolved customer queries and issues via email and WhatsApp groups, ensuring high levels of customer satisfaction.

New Product Development (NPD): Engaged in New Product Development, creating industry practices documents, and conducting market research to identify the most utilized products in the market.

Customer Retention: Establish long-term client relationships through the consistent delivery of high-quality products and services.

NOC Core Alarm Monitoring Engineer 2019 - 2021
[Nokia](#) Islamabad

Actively monitoring issues related to the Telenor Network.

Responsible for:

- handling and monitoring the Telenor network.
- Incident management, Fault management, and change management within SLAs, OLAs, and KPIs.
- Proactively escalating any issues that cannot be resolved within the established timeframes.
- Providing remote technical assistance to field teams and ensuring that field works are implemented without impacting the network's health.
- Performing health checks to re-mediate detected/reported network incidents.

EDUCATION

Bsc Telecommunication Engineering 2015 - 2019
[University of Engineering and Technology Taxila](#) 3.49/4 CGPA

Fsc Pre-Engineering 2012-2014
[The Superior College](#) 907/1100

Matriculation 2010-2012
[Sanai School System](#) 917/1050