

# MUHAMMAD FAISAL AHMAD

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## Career Objective

An enthusiastic and hard-working professional with a passion to seek opportunities for continuous learning and professional development!

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## Educational Background

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|-----------|----------------------------|-----------|---------------------------------------|
| 2024-2025 | MS Management Sciences     | CGPA 3.45 | Foundation University, Islamabad      |
| 2019-2023 | BS Business Administration | CGPA 3.5  | Quaid-i-Azam University, Islamabad    |
| 2017-2019 | Fsc Pre-Engineering        | Grade A   | Army Public College, Gujranwala Cantt |
| 2015-2017 | Matric Biology             | Grade A+  | Hamza Army Public School, Rawalpindi  |

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## Specialization

Major (Marketing)

Minor (Human Resource)

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## Major Projects

- ✓ GREEN HRM and Environmental Performance: Unveiling the Influence of Organizational Citizenship Behavior and Employee's Environmental Knowledge
  - ✓ EXPORT MARKETING: Strategies, Opportunities and Challenges for Pakistan
  - ✓ The Role of Artificial Intelligence in Enhancing Customer Relationship Management
  - ✓ Customer Relationship Management – A Report on Nayatel Pvt Ltd.
  - ✓ Innovation Management – A Case Study on Nayatel Pvt Ltd.
  - ✓ Underperformance of Dubai Islamic Bank Limited in comparison to Competitors and the way forward in the Marketing 4.0 era
  - ✓ Barriers & Opportunities for Data Driven Marketing in Pakistani Real Estate
  - ✓ Impact of Performance Appraisals and Motivation on Employee's outputs in Banking Sector of Pakistan
  - ✓ Comprehensive Business Plan for a female clothing brand
  - ✓ Salesforce Plan for a Skincare Brand
  - ✓ Impact of Covid-19 on Small Businesses
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## Work Experience

**Nayatel Private Limited, Islamabad**  
**Finance Executive**

**Aug 2023 – Sep 2024**

- Collection from Home and Corporate Customers
  - POC for Askari Bank Collection and billing Queries
  - EFT Postings and Reconciliations
  - Payments collection via Cash, Cheques and Credit Cards
  - Cheques and Credit Card Reconciliation
  - Customer Service and Support
  - Recovery from Defaulter Customers
  - Petty Expense Management
  - SAP ERP Postings
  - Daily Churn and Service wise Churn Reporting and Analysis
  - Monthly Consolidated Churn Reporting
  - Q-Matic functioning and Reporting
  - Trouble Tickets and Collection Emails Monitoring
  - Voice Revenue Reporting
  - Customer Agreement Form's Approvals
  - Bank Recon
  - KPI's Management
  - Audit of various Revenue streams and services
  - Refunds Audit and Reporting
  - Admin Matters of Rawalpindi Office
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## Columnist

**Nov 2023 Till Date**

- Freelance OP-ED Writer for various mainstream newspapers
- Writes on current affairs, international relations, security issues, economic affairs
- Published more than 150 articles in mainstream papers
- Archives with their respective links are attached below
- Daily Times Pakistan  
<https://dailytimes.com.pk/writer/faisal-ahmad/>
- World Echo (WENEWS)  
<https://wenewsenglish.pk/author/faisal-ahmad/>
- The Friday Times  
<https://thefridaytimes.com/contributor/faisal-ahmad>
- Pakistan Observer  
<https://pakobserver.net/author/faisal-ahmad/>

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## **Internships**

- 1. Pakistan Scientific and Technological Information Center, Islamabad Aug 2022 - Sep 2022**
- 2. Askari Bank Limited, Peshawar Road branch, Rawalpindi Aug 2021 - Sep 2021**

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## **Certifications**

- 1. National Financial Literacy Program for Youth by STATE BANK OF PAKISTAN**
- 2. Certificate in Entrepreneurship by IBA KARACHI**
- 3. Introduction to Sustainable Development in Asia and the Pacific by ASIAN DEVELOPMENT BANK INSTITUTE**
- 4. Business Futures: Sustainable Business Through Green HR by RMIT UNIVERSITY, AUSTRALIA**
- 5. Basic Finance Training by NAYATEL PRIVATE LIMITED**
- 6. Emotional Intelligence by Aspire x Nayatel**
- 7. Elements of AI by University of Helsinki, Finland**

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## **Key Skills**

### **Digital Skills:**

- ✓ SAP
- ✓ IBM SPSS
- ✓ SmartPLS
- ✓ Mendeley
- ✓ MS Word
- ✓ MS Powerpoint
- ✓ MS Excel
- ✓ Canva
- ✓ Inshot
- ✓ Capcut

### **Soft Skills:**

- ✓ Problem Solving
- ✓ Team Management
- ✓ Time Management
- ✓ Communication
- ✓ Critical Thinking
- ✓ Leadership
- ✓ Adaptability
- ✓ Multitasking
- ✓ Patience

### **Language Skills:**

- ✓ Urdu
  - ✓ English
  - ✓ Punjabi
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### Interest and Hobbies:

- ✓ **Movies**
- ✓ **Music**
- ✓ **Reading**
- ✓ **Writing**
- ✓ **Poetry**
- ✓ **Cricket**

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### References:

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|-----------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------|
| <b>1.</b> Dr. Muhammad Junaid<br>Assistant Professor<br>School of Management Sciences<br>QAU Islamabad<br>Ph: 051 9064 4225 | <b>2.</b> Dr. Waseem Abbas Shaheen<br>Assistant Professor<br>School of Management Sciences<br>QAU Islamabad |
| <b>3.</b> Sohaib Aslam<br>Deputy Manager<br>Human Resource & Admin<br>Nayatel Pvt Ltd                                       | <b>4.</b> Syed Ramiz Ahmed<br>Deputy Manager<br>Revenue<br>Nayatel Pvt Ltd                                  |
| <b>5.</b> Prof. Dr. Amir Gulzar<br>Registrar<br>Foundation University<br>Islamabad                                          | <b>6.</b> Dr. Sajjad Hussain<br>Associate Professor<br>Foundation University<br>Islamabad                   |
| <b>7.</b> Prof. Dr. Muhammad Sarmad<br>HOD School of Leadership<br>Riphah International University<br>Islamabad             |                                                                                                             |