

# SYED SAAD MANSOOR

Doha, Qatar

Visa Status: Work Visa

Valid Qatar Driver License

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## **CAREER AT A GLANCE**

### **Telecom Sales Jazz Cash Supervisor**

**Mobilink Jazz** □ **Hyderabad, Pakistan** □ **Feb 2020 - Jun 2023**

- Developed and implemented company's annual and quarterly goals and forecast future needs.
- Managed sales of products and developed strategic marketing techniques to increase sale volume.
- Monitored network and prepared proposals to be present to clients.
- Reviewed upcoming trends and technologies and ensured its application in systems.
- Improved sales activities and performed close out for all sales.
- Determined strategies and developed optimal customer services.
- Assisted various departments in increasing volume of sales and achieving targets.
- Ensured optimal relationship management with help of sales management system.

### **Workshop Administrator / IT Support**

**Obaikan Equipment & Services WLL** □ **Doha, Qatar** □ **Jan – Dec 2019**

- Manage the workshop on a day-to-day basis, supervising and supporting the work of the team.
- Ensure a safe, efficient, and productive and pleasant working environment and maintain good working relationship within the department and ensure all workshop machinery is maintained to provide a good, quality and required standard result.
- Generate and prepare all the necessary workshop reports in a weekly basis such as Pending Reports, Active and In-Active Jobs, Weekly Quotation and Technicians Schedule.
- Provide assistance and troubleshoot Enterprise Resource Planning (ERP) Software which use in daily company operations.
- Managing IT Infrastructure of the whole company operation such as desktop support and LAN administration.

### **LAN Administrator / IT Support**

**Obaikan Equipment & Services WLL** □ **Doha, Qatar** □ **Mar 2014 - Dec 2018**

- Maintaining company IT system and troubleshooting issues.
- Upgrading and configuring software, hardware and networks as required.
- Set up workstation and individual accounts for company employees.
- Manage network servers, regular back up, firewalls and other technology tools.
- Ensuring security and efficiency of IT infrastructure.
- Provide assistance and troubleshoot Enterprise Resource Planning - ERP (Third Party Software) which use in daily company operations.

### **IT Support Engineer/Customer Service**

**OITC Group** □ **Doha, Qatar** □ **Jan 2011 – Feb 2014**

- Effectively oversee daily IT operations for four office locations in a fast-paced, deadline- driven environment.
- Maintain computer systems and networks of the organization.
- Install and configure computer systems, diagnose hardware and software faults and solve technical issues.
- Diligently provide customer support and information on services and products available while completing quotations and supporting paperwork and data entry as required.
- Collaborated with peers on multiple, complex administrative projects to exceed all expectations and deliver projects on time.

### **System Administrator**

**360 Degree Solution** □ **Hyderabad, Pakistan** □ **Apr 2010 - Dec 2010**

- Systems installation, configuration and upgrading.
- Troubleshooting advanced network and systems issues.
- Trained employees in multiple departments on network operation procedures, software, printing issues and security.

## Sales Manager

### iMagine Corp (Apple Store) □ Hyderabad, Pakistan □ Feb 2009 - Apr 2010

- Created detailed sales action plans for daily operations while directing a team of employees.
- Operated and demonstrated Apple products and coordinated product training for both employees and customers.
- Maintained stock, arranged product displays and recruited and trained new employees.
- Was recognized for excellent communication skills and networking ability, as well as strong interpersonal acumen and constant dedication to improving sales.

## System Administrator

### Aftab Technologies (Pvt) Ltd. □ Karachi, Pakistan □ Jan 2008 – Jan 2009

- Systems installation, configuration and upgrading.
- Troubleshooting advanced network and systems issues.
- Trained employees in multiple departments on network operation procedures, software, printing issues and security.
- Developed processes and improvements for operational efficiency as well as increased data security.

## SELECTED HIGHLIGHTS

- Was recognized for excellent communication skills and networking ability, as well as strong interpersonal acumen and constant dedication to improving sales.
- Commended for ability to quickly establish rapport with customers, up-sell products and build a loyal clientele.
- Good analytical and troubleshooting abilities to resolve issues.
- Address customer questions and concerns regarding company's products.
- Developed training presentations and provided support on new products and equipment.

## CORE COMPETENCIES

- Customer Relationship Management
- Ability to Handle Stressful Situation
- Analytical/Troubleshooting
- Resolve Customer Complaints
- Administrative Support

## EDUCATION

Degree	Institute	Year
B. Com: Bachelor of Commerce	University of Sindh, Jamshoro	2010
HSC: Computer Science	BISE, Hyderabad	2007
SSC: Pre-Engineering	BISE, Hyderabad	2005

## PROFESSIONAL ACCREDITATIONS

- Apple Certified
- MCSE: Microsoft Certified System Engineer
- MCSA: Microsoft Certified Systems Administrator
- MCP: Microsoft Certified Professional

## ADDITIONAL CREDENTIALS

### LANGUAGES

English - Fluent – Speaking, Reading and Writing  
Urdu – Fluent – Speaking, Reading and Writing  
Hindi – Fluent – Speaking

### INTERESTS

Sports, working out, travel, photography, computers, science & technology, cars

**Detailed Professional References Available upon Request**