

**Syed Jawad Shah**

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**Objective**

Dynamic professional with a strong background in public communication and problem-solving within the telecom sector. Committed to lifelong learning and continuous improvement, seeking to excel in my field through self-determination and motivation.

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**Education****BBA**

Sarhad University, Islamabad, Pakistan, 2007

- **Interests:** Marketing Tactics and Ethics
  - **Final Project:** Research on Governmental Influence on Media and its Effect on the Advertising Industry
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**Work Experience****Sr. Key Account Manager, Enterprise Sales**

**PTCL-Ufone (Subsidiary of Etisalat)**

July 2023 - Present

- Achieve monthly and annual revenue targets while exploring new business opportunities.
  - Ensure product-wise KPI targets are met through strategic solution selling.
  - Maintain governance controls on customer documentation and system activations.
  - Provide timely updates to customers regarding network outages.
  - Foster strong relationships with stakeholders and conduct due diligence for new customer onboarding.
  - Collaborate closely with services, products, and operations teams to achieve business objectives.
  - Continuously develop selling skills and conduct performance evaluations for team members.
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**Relationship Manager****CMPAK, Islamabad**

March 2016 - December 2021

- Identified new business opportunities and developed customized solutions for the corporate sector.
  - Acquired revenue-generating customers and enhanced sales from existing clients.
  - Achieved sales targets across Prepaid, Postpaid, Enterprise Solutions, and VAS.
  - Managed customer service issues to foster referrals and new activations.
  - Ensured revenue assurance according to management targets.
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**Customer Service Executive****Warid Telecom, Pakistan**

June 2011 - 2015

- Ensured timely execution of customer service activities and achieved monthly revenue targets.
  - Conducted suggestive selling and maintained high standards of customer relationship management.
  - Acted as backup supervisor, overseeing operations in the absence of senior staff.
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**Customer Service Representative****Telenor Pakistan**

Dec 2009 - May 2011

- Managed inquiries for both prepaid and postpaid customers and ensured policy adherence.
  - Conducted weekly follow-ups and updated team members on new promotions.
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**Associate Customer Services (Call Center)****Mobilink GSM, Islamabad**

Feb 2007 - Oct 2007

- Achieved individual and team targets through high-quality service delivery.
- Ensured first call resolution and provided daily quality updates.

**Associate Customer Services (Service Center)****Mobilink GSM, Quetta**

Nov 2008 - July 2009

- Conducted training for new team members and maintained relationships with chronic customers.
  - Researched opportunities to enhance corporate customer relationships.
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## **Significant Achievements**

- Winner of multiple essay writing competitions during secondary school.
  - Active participant in extracurricular activities, including drama, sports, and entertainment events.
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## **Skills & Interests**

- Proficient in spoken and written English.
  - Strong report writing, presentation, and communication skills.
  - Competent in Microsoft Office Suite and Windows Movie Maker.
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## **References**

Available upon request.

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Feel free to adjust any sections as needed!