



SKILLS

- ✓ Problem-Solving Skills
- ✓ Creative Thinking Skills
- ✓ Critical Thinking Skills
- ✓ Time Management Skills
- ✓ Administrative Skills.

LANGUAGES

Urdu ●●●●●
English ●●●●●

REWARDS AND RECOGNITION

- ✓ Top Seller throughout the years in Telesales Customer Care
- ✓ Agility Award – e&
- ✓ Became Direct e& employee based on performance.
- ✓ 100% Audit and Compliance controls achievement
- ✓ Spot Rewards from Management
- ✓ Handled Transition of new Partner during Critical Situation in e& smoothly.

PERSONAL DETAILS

- ✓ Married
- ✓ DOB: 14th May 1985
- ✓ Currently UAE Resident

MUHAMMAD WAQAS

Youth leadership, Goal Oriented, Self-Awareness

Pakistani | waqas.akhtarr@gmail.com | 050-6265065

DOB: May, 1985

I am looking to be a part of a premier organization and fast growing, which offers a professional working environment and enables me to use my present skills simultaneously, grow and improve myself while meeting the organization's goals.

EDUCATION

Bachelor of Commerce

WORK EXPERIENCE

Etisalat Customer Care Centre (e&)

Dec 2010 to Present

Analyst, Resource Planning and Performance

(Jan 2020 till Date)

- Managing SOPs and Projects of User ID and access management for UAE and Offshore Employees.
- ID Management – Entire Employees' life cycle in e& for UAE and Offshore.
- MIS and Reports
- Attendance Management and Employees' Timecard for Payroll
- Facility Management
- Developing the audit plan, including determining the audit objectives, scope, and criteria with the auditors.
- Employee Engagement
- Maintaining Employees' system access Audit reports (internal and External)

Coordinator, Training and Talent Development

(July 2015 till Dec 2019)

- Training Efficiency Management – UAE and Offshore
- Training Asset Management
- Managing Training Audits for Telecommunications and Digital Government Regulatory Authority (TDRA)
- Managing Training Data Analytics and Management Information System

TASC Labor Service LLC (Etisalat Customer Care)

Dec 2010 – Jun 2015

- Customer Care Advisor (Outbound Telesales Campaign)

HSBC Bank / Advisor

Sept 2008 - Sep 2009

- Customer Service
- Back Office Operations

Engineering Pak.Int'l (Pvt.) Ltd. / Relationship Officer Jun 2003 - Aug 2008

- Data Analyst and MIS