

Harmain Iqbal Siddiqui

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PROFESSIONAL WORK EXPERIENCE:

IP-TEL Technologies Pvt Ltd.

Working as a **Corporate Account Manager** from June 2016 – Present

Responsibilities:

- Carry out market research for bringing in new customers.
- Identify the clients for the sale of the company Products & Services.
- Project the image of company in the market through self-presentation and information.
- Find prospective clients through personal visit, Telephone or other source of information.
- Plan sales activity on area coverage in the most effective & economic manner.
- Send proposal and follow up for the confirmation of order.
- Work as key contact till the installation at client site.
- Ensure timely recovery of receivables.
- Ensure customer satisfaction through timely feedback.



Cisco Systems

May 2012 – Nov 2015 **Sales and Support Specialist**

Responsibilities:

- Providing IT related services and support to clients.
- Tracking and managing sales activities on Salesforce.com CRM.
- Handling and troubleshooting of escalations, order deliveries expedite and complain management.
- Business development by identifying opportunities and potential business from new/existing clients.
- Data processing, analysis, spotting trends and documentation of various Reports as required by management.
- Set-up a WebEx meetings with Partners and Customer if needed.
- Train new hires and assist in their complete onboarding.





Ufone Telecom- PTML (Etisalat)

December 2006 – May 2012 **Customer Services Executive**

Responsibilities:

- Maintaining customers focus on all times and answering to customer's enquiries using the standard guidelines.
- Taking ownership of complaint and queries and proactively following through to resolution.
- Making ensure that all customers' queries are well-investigated and resolved, and escalating queries if appropriate to concerns.
- Assisting management and Team Supervisor with any assigned special projects and providing backup to the team supervisor when required.
- Maintaining working cognition of each customer service process for various market segments and communicating issues to management.
- Maintaining professional strong working relationship with external and internal customers, colleagues, and customer service management.
- Supporting decisions made by customer service management
- Identifying and escalating consistent or recurring problems with the systems functionality.
- Assisting in improving and monitoring procedures and processes to the most efficient service.

Comset Services Ltd

July 2006 - December 2006. **Customer Care Representative**

Responsibilities:

- Act as a point of contact for Support Team for Key accounts
- Coordinate Sales Meetings and Trainings
- Assist with creation of Sales Presentations.
- Manage Customer Ticketing System and monitor SLAs
- Generate regular reports for Support and Sales
- Field calls, emails and requests for information or support
- Assist in defining the process for new projects
- Update knowledge database on regular basis



ACADEMIC EDUCATION:

	<u>EXAMINING BODY:</u>	<u>YEAR</u>
○ Graduation in Commerce	University Of Karachi	2003
○ Diploma in Business Administration	Sindh Board of Technical Education, Karachi	1999
○ Matriculation	Board of Secondary Education, Karachi	1996

CERTIFICATION:

- MS Office (All versions, esp. MS Word, MS Power Point and MS Excel)
- Cisco Certified Network Associate In process

COMMUNICATION AND INTERPERSONAL SKILLS:

- Command over verbal and non-verbal communicative & interpersonal skills.
- Strong organizational, managerial, problem solving, interpersonal and negotiation skills.
- Confidently able to work independently or in a team to deal effectively with educators & employees.
- Flair to organize & prioritize tasks to meet deadlines.
- Ability to manage multiple projects with minimal supervision.
- Have a good level command over English and Urdu Languages.

PERSONAL INFORMATION:

Father's Name : M. N Najam
Nationality : Pakistani
Date of Birth : 30-06-1981
C.N.I.C # : 42101-1537539-3
Marital Status : Married
Religion : Islam

- **Reference:** Can be furnished on request.