

Summary

Passionate Project Management and Marketing Professional with 9 + years of experience working in the Telecom industry handling dynamic functions including Project Management, Staff Incentives/Performance & Appraisal , Sales Support and Operations looking for a new challenge.

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📱 Mobile: +966543955183

1 Experience

July-2016 to present

● Saudi Telecom Company, KSA (+5 Years)

Project Manager/Team Leader – Enterprise Customer Experience Excellence

- Implement CEX programs, initiatives, and recommendations.
- Prepare and present periodic progress reports on programs implementation.
- Analyze project impact and recommend improved solutions.
- Collect customer feedbacks received through different touch points.
- Address the negative customer feedback with the stakeholders and request/propose action plan.

Mar 2015 to Jun 2016

● Mobily Etihad Escalate, KSA (1.3 Years)

Operations Officer – Performance Management Department

- Calculating staff incentives for Retail and Franchise Sales Department on monthly basis.
- Processing staff incentives with HR/Finance and following up until final payment.
- Setting target for Retail Sales Department for Kingdom/Region/Outlet & Staff level on monthly basis based on the approved criteria.
- Calculating Retail sales staff appraisal points and uploading in the system.

Dec 2012 to Feb 2015

● Mobily Etihad Etisalat, KSA (2.2 Years)

FTTH Operations Officer – FTTH Sales Department

- Responsible for maintaining required head count for direct sales staffs on kingdom wide through hiring and firing process.
- Empowering sales staff with required sales tool as well supporting them before and after sales in terms of operations.
- Ensuring staff salary payment and calculating monthly incentive for the staff based on the performance.

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Feb 2012 to Nov 2012

● Mobily Etihad Etisalat, KSA (9 months)

VIP Operations Officer – VIP Sales Department

- Resolving problems related to staffing, utilization of facilities, equipment and supplies for Kingdom wide.
- To schedule and coordinate overseas and in-house training activities for sales and non-sales staffs.
- Outsource man power budget preparation and monitoring the budget periodically to align with the resources.
- Preparing sales commission/incentive for staffs
- Payroll management, including tabulation of accrued employee benefits.

July 2010 to Jan 2012

● Mobily Etihad Etisalat, KSA (1.6 Yrs)

Project Coordinator- Records Management Department

- Handling documents requests and archiving coordination function
- Review periodic reports that reflect Scanning and Archiving system performance.
- To direct scanning, archiving and shredding activities in accordance with agreed business plans through periodical performance evaluation
- Outsourced document scanning & archiving company, managing data availability function and maintaining the Records Inventory database.

Sep 2009 to Jun 2010

● HDFC Bank LTD, India (9 months)

Investment Officer

- Finding prospective bank customers to cross sell investment products.
- Generating new leads, introducing bank products and closing the sale.
- Providing training on investment products to other bank staffs and supporting them in closing the sale.
- Coordinating the team to achieve the individual and periodic target of the bank.

Skills & Attributes

Technical Skills

- MS Office Packages- Word, PowerPoint, Excel, Project, Visio, Outlook.

Soft Skills

- Resilience and Persistence,
- Good communication skills,
- Hardworking result oriented
- Highly dedicated
- Team player

Communication Skills

- English – Advance Level (Read/write/Speak)
- Arabic – Beginner Level (Read/Write/Speak)
- Other native languages known – Hindi, Malayalam, Tamil.

Recognition/Rewards

- Received appreciation certificate from Mobily Etihad Etisalat Chief Consumer Officer and Senior Executive Officer.
- Received appreciation certificate from the country director in Mobily Etihad Etisalat.

Personal Details

- Date of Birth: 06/09/1985
- Gender: Male
- Marital Status: Married and one daughter
- Nationality: Indian
- Religion: Islam
- Permanent Address:
14/590, Palakkad 678 013 Kerala, India
- Present Address: ITCC compound ,
Riyadh, Kingdom of Saudi Arabia
- Contact Number: +966543955183
- Iqama Status: Valid & Transferable
- Email: nizarahamed.m@gmail.com

Academic

Education:

Master of Business Administration

CMR Institute of Management Studies,
Bangalore University, Bangalore, Karnataka,
India

Major: Marketing & Human Resource
Percentage: 60%

Bachelor of Science in Computer
Science

VLB Janakiammal College of Arts & Science,
Bharathiar University, Coimbatore, Tamil
Nadu, India

Major: Computer Science
Percentage: 61%

Higher Secondary Education, 2002-
2004

Pulyamparambu Higher Secondary School,
Palakkad, India

Major: Computer Science
Percentage: 50%

High School

Bharathama High School, 2001-2002,
Palakkad, Kerala, India
Percentage: 63%

Dissertation Project/Research And
Internship:

Completed dissertation project entitled
“Consumer Perception towards Hero Honda
Karizma”.

Carried out an Organization Study at ITI Ltd
Palakkad in Kerala for a period of 2 months

Other Achievements

Participated and won runner-up in district
basketball tournament

Participated and won prizes in various
cultural events in school at sub district and
district level.