

## 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.

 Email: nizarahamed.m@gmail.com

 Mobile: +966543955183

## 1 Experience

### **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.

### **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.

### **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.

2

### **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.

### **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.

Feb 2012 to Nov 2012

July 2010 to Jan 2012

Sep 2009 to Jun 2010

July 2016 to present

Mar 2015 to Jun 2016

Dec 2012 to Feb 2015

### **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](mailto:nizarahamed.m@gmail.com)

## Academic

### Education:

#### Master of Business Administration

2007 to 2009  
CMR Institute of Management Studies,  
Bangalore University, Bangalore, Karnataka,  
India

**Major:** Marketing & Human Resource  
Percentage: 60%

#### Bachelor of Science in Computer Science

2004 to 2007  
VLB Janakiammal College of Arts & Science,  
Bharathiar University, Coimbatore, Tamil  
Nadu, India

**Major:** Computer Science  
Percentage: 61%

#### Higher Secondary Education, 2002- 2004

2002 to 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.