

# CV



## PERSONAL INFORMATION

### NAME

### SHAHZAD RASOOL

- Address
- Telephone
- Present Post
- e-mail
- Nationality
- Date of birth

No. 200-8-12, Suajaya Condominium, Jalan Kg. Bandar Dalam Sentul, 51100, Kuala Lumpur, Malaysia

+ 60 1123813670 / 163571079

**Site Administrator** in Syarikat Bukit Granite Sdn. Bhd.

[Shahzad.Rasool@live.com](mailto:Shahzad.Rasool@live.com)

Pakistani

April 02, 1989

## PROFESSIONAL PROFILE

- I am an enthusiastic and dedicated professional with extensive experience. An exceptional leader who is able to develop and motivate others to achieve targets, I can demonstrate a strong ability to manage projects from conception through to successful completion. A proactive individual with a logical approach to challenges, I perform effectively even within a highly pressurized working environment.

## OBJECTIVES

- I am now looking to progress into a senior management position within the organization. I am therefore keen to find a new and suitably challenging role within a market-leading organization.
- Seeking a position in IT Department, Office Administration & IT Customer Services where my extensive experience will be further developed and utilized.

## WORK EXPERIENCE



- Date
- Type of employment
- Occupation or position held
- Main activities and responsibilities

**FROM OCTOBER 07, 2014 TO PRESENT**

**Syarikat Bukit Granite Sdn Bhd.**

**Senior Site Admin**

- Accomplishes construction human resource objectives by selecting, orienting, training, assigning, scheduling, coaching, counseling, and disciplining employees.
- Planning, monitoring, appraising job contributions, recommending compensation actions; adhering to policies and procedures.
- Liase with the consultant and customer on the reporting of the project progress
- Monitors and maintains current inventory levels; processes purchasing orders as required; tracks orders and investigates problems
- Records purchases, maintains database, performs physical count of inventory, and reconciles actual stock count to computer-generated reports
- Monitoring Project progress
- Undertake & execute instruction by project manager
- Supervise the site to ensure the project is on track and meet dead line
- To assist project department on all project administrative works



- Submitting weekly report and monthly report of project progress
- To prepare photo and information for weekly progress report
- Daily closing and material progress report
- Ensure effective data management and reporting on key operational matters
- Organizing and storing paperwork, documents and computer-based information
- Issuing memorandums to sub-contractors via aconex
- Implementing continuous quality improvement process and strategies, using a data informed process

- Date
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**FROM DECEMBER 01, 2013 TO AUGUST 25, 2014**

**TCS Express & Logistics, Kamoke**

**Operation Manager**

- Ensure effective data management and reporting on key operational matters
- Investigate root causes of operational disorders/issues and work closely with Operations to address such disorders
- Manage multiple assignments and deliverable at the same time
- Prepare presentations and reviews for executive business discussions
- Prepares reports by collecting, analyzing, and summarizing information
- Data manifesting and de-manifesting
- Flyer security scanning
- Manage MIS resources and assignments with Operation Management System (OMS)
- Computers maintenance, Networking & troubleshooting
- Keeping in contact with existing customers in person and by phone
- Quality Customer Services & Quick Resolution of Customer Complaints



- Date
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**FROM APRIL 11, 2012 TO NOVEMBER 25, 2013**

**THE SCHOOL, G.T. Road, Kamoke**

**Head of Operations – IT Division**

- Brand development, advertising ideas. Developed brand strategy and statistics systems
- Strategic Consulting, including business plan & sales strategy development
- Generating workbooks, drafting privacy policies and structuring transactions
- Generated new development deals
- Comprehensive database management
- Instruction for worksheets setup
- Documentation development and planning
- Issuing the all types of official letters and interoffice memorandums
- Developing and implementation the transportation system via Computer
- Responsible for Facebook Page, YouTube & Twitter accounts
- Responsible for checking the emails and reply of them
- Analysis of Profit and Loss Statements
- Computer Networking & troubleshooting



- Date
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- Main activities and responsibilities

**FROM NOVEMBER 01, 2011 TO APRIL 10, 2012**

**Al-Karim Flour & General Mills, G.T. Road, Kamoke**

**Computer Administrator**

- Maintain the Inventory Record in system
- System Operating (Al-Karim Flour & General Mills IT Solution Software)
- Record keeping of every financial activity
- Provide the strategic direction for the MIS department
- Manage MIS resources and assignments
- Review Project Workbooks.
- Provide full record support to the customers
- Maintain the suppliers record in system
- Maintain the Banking record in system
- Maintain the Daily Sale Report in system
- Generating the Applications and Official Letters
- Generating the Profit and Loss Reports



- Date
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- Main activities and responsibilities

**FROM MAY 01, 2010 TO OCTOBER 31, 2011**

**Telenor Franchise Kamoke**

**Customer Relationship Manager**

- Quality Customer Services & Quick Resolution of Customer Problems
- System Operating (**Siebel, Tracker, FUNDAMO, (Easypaisa Tameer Bank) & Service Manager**)
- Provide the strategic direction for the MIS department
- Manage MIS resources and assignments
- Review Project Workbooks
- Provide on-the-job training for new employees
- Sell product and place customer orders in computer system
- Provide customers with product and service information
- Up-sell products and services
- Identify, research, and resolve customer issues using the computer system
- **Siebel, Tracker, FUNDAMO, AKSA & Service Manager**
- Follow-up on customer inquires not immediately resolved
- Complete call logs and reports
- Research billing issues
- Research misapplied payments
- Recommend process improvements
- Compiling of Daily Sales Reports
- Compiling of Monthly Sales Reports
- Compiling of Yearly Sales Reports
- Compiling the all types of CSAF's with DSR's
- Analysis & Generating the Profit and Loss Reports
- Creating the Presentations of Official Projects
- Generate Customer thank you letters
- 24/7 hotline support for easypaisa & super retailers
- Other duties as assigned



- Date
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**FROM AUGUST 18, 2008 TO MARCH 30, 2010**

**Telenor Franchise Kamoke  
Customer Relations Officer**

- Provide Best Services to Customer
- System Operating (**Siebel, Tracker**)
- (**Service Request**)
- Provide the strategic direction for the MIS department
- Manage MIS resources and assignments
- Review Project Workbooks
- Maintain the Daily Sale Reports
- Compiling of CSAF's with DSR's

**EDUCATION AND TRAINING**

- Bachelor Bachelor\* in Computer Sciences from the Virtual University Of Pakistan, Lahore
- Intermediate Passed the Intermediate in 2010 from the Board of Intermediate & Secondary Education Gujranwala
- DIT Passed the DIT in 2007 from the Universal Educators & INSTITUTE OF ADVANCED Technologies Kamoke
- Matriculation Passed the Matriculation in 2005 from the Board of Intermediate & Secondary Education Gujranwala

**PERSONAL SKILLS AND COMPETENCES**

LANGUAGES

- Urdu
- English
- Punjabi
- Malay (Starter)

RESPONSIBILITIES AT WORK

- Identify, research, and resolve customer issues using the computer system
- Recommend process improvements
- Other duties as assigned

TECHNICAL SKILLS AND COMPETENCES WITH COMPUTERS

- Good working knowledge of Windows Operating Systems
- Microsoft Word, Excel, Access & PowerPoint
- Experience in handling and usage of CRM and web-based applications
- Extensive experience in user support and training
- Comprehensive knowledge of Web Development, designing and implementations
- 5+ years of extensive experience in software & hardware trouble shooting
- Capable to maintain and handle the LAN & WAN Networks
- Real experiences in a large distributed database system

HEALTH

- Excellent, Slim, Non-smoker

WORKING CONDITIONS

- Working conditions are normal for an office environment.

REFERENCE

- Will be available on request