

## Muhammad Youneeb



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AL WATHBA, ABU DHABI

#### **HOBBIES**

DRAW, WRITING, MUSIC, FOOTBALL



### Objective

To gain employment with a company or institution that offers me apositive atmosphere to learn new technologies and implement them for the betterment of the business. To pursue a challenging career and be a part of progressive organization that gives a scope to enhance my knowledge and utilizing my skills towards the growth of the organization.

# **Experience**

Sheikh Zayed Festival Abu Dhabi Global Village Dubai

**OCT 2018 - CURRENT** 

#### **♦** Exhibitor

- Identify complex problems and review related information develop and evaluate options and implement solutions.
- Developing design on Corel Draw that client's needed.
- Collect, analyze and summarize weekly and monthly sales.
- Responding enquires to ensure complete customer satisfaction.

Bright One Trade FZCO Dubai DEC 2016 - SEP 2018

#### Graphic Designer Cum Customer Sales Representative

- Estimating the time required to complete a job and providing quotes for clients.
- Thinking creatively to produce new ideas and concepts and developing interactive design.
- Responding enquires to ensure complete customer satisfaction.
- Collect, analyze and summarize weekly and monthly reports.
- Recommend potential poducts or services to management by collecting customer information and analzing customer needs.

Altair Technologies Islamabad, Pakistan. JAN 2016 - NOV 2016

#### Technical Support Representative

Altair Technologies was founded in 2005 and is an affiliate of JADOO TV INC, USA. Following were the Main responsibilities I was entrusted with:

- Analyze and evaluate complex IPTV systems and provide expert level support to configure and maintain all technical infrastructures.
- Connect customer box by using teamviewer and diagnose the exact problem of the customers.
- On call troubleshooting complex issues with geographically dispersed team. Remote support and solving technical issues.
- Handling customer request/queries for replacements and refunds and forwarding issues to the related departments.

Aura Chrome Islamabad, Pakistan. MAR 2015 - DEC 2015

#### **Customer Sales Representative cum Team Leader**

- In charge of running and managing the call center daily.
- $\mbox{Set}$  targets for all other call center agents to meet up with.
- Schedule and organize shift patterns for the team.
- Understand all organizations products, services, procedures and guidelines.
- Submit regular reports to management and seek new ideas and strategies to improve overall performance.

**EDUCATION**-

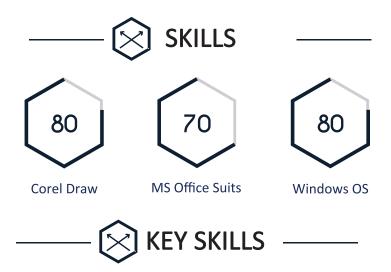
Iqra University Islamabad, Pakistan. 2017

Punjab College of Commerce F.B.I.S.E. Islamabad, Pakistan. August 2009 – May 2011

Fazaia Intermediate College Islamabad, Pakistan. August 2007 – May 2009 BBA - Bachelor of Business Administration

I.COM

Matriculation



#### Work based skills

- Strong communication skills.
- Ability to work under pressure.
- Showing initiative and solving problems.
- Good at meeting deadlines.

#### **Personal skills**

- Friendly and approachable.
- Organized and hard working.
- Punctual and hard working.



# PUBLICATION AND HONORS

Youneeb, M. (IQRA University); Kemal, U. (IQRA University) Fiza Farhan: A Young Inspirational Social Entrepreneur Case Reference no. 816-0047-1

Honors in Supply Chain Management and Technology, Accounting Computer Applications and Management Information system.