

Hammad Ahmad



Reporting Time: Immediate • **Visa Status:** Visit Visa

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Summary

Targets focused and customer-focused professional with a working experience of a decade. Handled the team of 15 working in 5 different departments, excelled at building executive-level relationships. Experienced in fostering customer connections through CRM tools like Salesforce. Having strong problem-solving abilities. Collaborative resource with exceptional communication and committed to delivering outstanding customer service and process improvements.

Soft Skills and Technical Toolkit

Relationship Building, Multi-channel Communication, User flows, Sage, Salesforce, AMO CRM, JIRA, Zendesk, Microsoft Outlook/365, Quick books, Hub spot.

Professional Experience

Techandover Ltd —LAHORE, PAKISTAN

Sep 21- Jul 23

Customer Success Manager:

- Utilizing Salesforce, achieved a revenue increase by 25% through effective upselling and cross-selling strategies.
- Reduced churn from 42% to 9%
- Collaboratively generated and disseminated performance reports, delivering valuable insights that significantly contributed to process optimization, resulting in a 50% reduction in problem tickets.
- My decisive decision-making, coupled with interpersonal and relationship skills, enables me to resolve conflicts diplomatically and add new avenues for revenue generation of approx. 10 Million Approx.

Paytech Pvt Ltd —LAHORE, PAKISTAN

Oct 16 - Aug 21

Customer Success Specialist:

Technical support specialist with a strong track record of 5 years in delivering exceptional service and solutions for software, hardware, and network-related issues.

- At Paytech Pvt. Ltd, achieved a remarkable 96% customer satisfaction rating through efficient resolution of complex challenges and collaboration with cross-functional teams.
- Working with 5-member cross-functional (product, engineering, sales, support) team and coordinated with six business partners toward the successful launch of an e-commerce platform.
- At Paytech, worked on leading fintech project, specialized in dispute resolution, and compliance management where there were normally handle approx. 10-20 tickets a day.

Globalink Multimodal Logistics LLC —DUBAI - UAE

Feb 13- Feb 16

Accountant:

Managed financial tasks in accordance with international accounting standards. This included journal voucher recording in Sage, invoicing, petty cash oversight, and Accounts Payable (AP) management.

- Handling petty cash, including the assessment of expenses.
- Prepared periodic petty cash replenishment sheets for cash reimbursement
- AR reconciliations to optimize the collection system
- Bank reconciliation statements preparation to align statement balances with the books.
- Recorded and posted journal vouchers using Sage accounting software.

Education

University of Central Punjab, Pakistan

2009-2012

B.com (Hons.) Specialization in Banking and Finance

Punjab College of Commerce

2007-2009

B.com (IT), Lahore Board, Pakistan

Additional Information

Languages: English, Urdu (native), Punjabi.