

MUHAMMAD ARSALAN

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Summary

Arsalan is a rigorous, perseverant, and agile project management and telecommunication professional, fostering inclusive and collaborative processes to deliver results with minimum supervision by employing modern solutions and appropriate modalities. Arsalan brings diversified experience of over 5 years in project operations and the telecommunication sector. Dedicated to continuous process improvement in the face of rapidly evolving changes in the Project timeline. Extremely results-oriented and proactive in addressing and resolving problems. Proficient communication and organizational skills.

I am a suitably qualified **BACHELOR IN Telecommunications** with plenty of experience in Wireless technology, Microelectronics, Engineering economics, Communications skills, Digital electronics, Satellite communications, Modern telecommunications systems, Radar systems, and Optical fiber systems. In addition, **Post-Graduation/Masters in Project Management** Covers Logistics Supply chain management, Advance project management, Finance, Block chain technology, Operations Management, Technology Management, Human Resource Management, and System Safety Engineering Management.

Key skills/competencies

1. Result-based planning, monitoring, and execution
2. Process Optimizations
3. Fixable and self-starter.
4. Stakeholder coordination
5. Data collection, management and field Reporting.
6. Conceptual framework development
7. Target Required Mapping of beneficiaries' works.
8. Excellent communication skills (verbal & written)
9. Ability to steer campaigns
10. Program Development and Management
11. Awareness-related activities & campaigns
12. Coherent with program/ project management cycle
13. Analytical and strategic thinker
14. Encouraging, cooperative, and agile
15. Well-versed in ministries & fields
16. Ability to work with a diverse and multi-cultural team
17. Solid analytical and reporting skills
18. Excellent working relations and collaboration with departments.

Education portfolio

Degree	University/institute	Year
M.Phil. Project Management	Sir Syed case University Islamabad	2022
B.S Telecommunication	Hazara University Mansehra	2018

Work Experience

Point of Sale Coordinator- Dir-FFA Cash Project	Organization: SECOURS ISLAMIQUE FRANCE (SIF)	Jan 2023 –Dec 2023
Key tasks and achievements <ol style="list-style-type: none">1. Coordination with field team by managing schedules of cash disbursement, filing important documents and communicating relevant information to the cash disbursement agent.2. Respond to complaints from project beneficiaries and give timely support by coordinating with office staff.3. Handle the processing of all the cash disbursement, informing community and engaging the cash disbursement agents for the assigned points.4. Developing of cash disbursement plan keeping in view the cluster approach.5. Visibility banners at disbursement points seating arrangements keeping in view the access and social protection.6. Informing the respective VDCs about the day planned villages/ participants.7. Sharing of grievance (if any) with senior management and donor.8. Development of daily disbursement report (DDR) with senior management and donor.		

Operation Officer	Step towards empowerment of Pupils STEP – Mardan	April 2021– December 2022
Key tasks and achievements <ol style="list-style-type: none"> 1. Perform month-end accounting activities such as reconciliations, processing of employee timesheets, and gathering of fuel consumption receipt. 2. Generate financial reports and statements to the management for review. 3. Ensuring timely program plans. 4. Monitoring and review of rent and rates charges against agreements and sanctioning approval of associated invoices. 5. Ability to motivate with strong communication skills. 6. Responsible for tracking, receiving, and stocking all items ordered. 7. Provide training to field staff and partner organizations regarding new internees. 8. Ensure that field office/partner’s offices are provided with necessary admin support for smooth project operations. 9. Supervise the tracking of Stationery stock; prepare and share regular reports with the supervisor. 10. Manage the office petty cash and ensure that proper documentation is completed for reconciliation. 11. Supervise Admin staff (i.e., Office Assistants, Front Desk Officer etc.) 12. Monitor the performance of the staff, give regular feedback to the staff members, and document corrective action. 		
Supply Chain Associate	Pakistan Telecommunication Limited (PTCL), Swabi	May 2019– March 2021
Key tasks and achievements <ol style="list-style-type: none"> 1. Report any violation of security protocol/SOPs. 2. Maintained tracking sheet of Procurement in a timely. 3. Planning delivery timetables. 4. Management of all the logistics required at any project stage. 5. Timely reporting of any things that happen during activities. 6. Time to time grooming of drivers to overcome any issue that happens during fieldwork with the staff members. 7. Overseeing the ordering and packaging process. 8. Coordinating with other departments within the company to ensure that orders are fulfilled correctly and on time. 9. Developing and implementing new processes for improving efficiency and reducing costs within the supply chain department. 10. Communicate with vendors to discuss special orders, returns, or other issues related to products or services provided by that vendor. 11. Maintaining records of all transactions in an organized database. 		
Customer support Associates	Pakistan Telecommunication Limited (PTCL), Swabi	Sep 2018 – April 2019
Key tasks and achievements: <ol style="list-style-type: none"> 1. Maintaining a positive, empathetic, and professional attitude toward customers at all times. 2. Handling specific Inbound/Outbound calls/visitors. 3. Recognize individual customer service needs and resolve their inquiry. 4. Providing excellent customer service, negotiation, and interpersonal skills, with the ability to recognize and support the specific needs of the most vulnerable customers. 5. Acquire detailed knowledge of product ranges and services to provide excellent service. 6. Serve customers across the product portfolio and resolve a wide range of common inquiries. 7. Processing orders, forms, applications, and requests. 8. Keeping records of customer interactions, transactions, comments, and complaints. 		

Freelancer Virtual Assistant

Designing	Logo Design,
Writing	Thesis writing, contents, project proposal

Area/Subject of professional interest

1. Telecommunication
2. Project/Program Management
3. Humanitarian and development work
4. Administrations
5. Ielts (5)

LANGUAGE:

1. English: Fluent (reading, writing, and speaking)
2. Urdu: Fluent (reading, writing, and speaking)
3. Pashto: Native language

Office and computer proficiency

Experience in working on the following design-related software and operating systems.

1. MS Office
2. Computer Skills
3. Telecommunications
4. Project management

References

1. NAVEED ULLAH

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2. Irfan Younas

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3. Farhan Ahmad (Frontier rural department)

(PhD Scholar of agronomy)
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