

# SYED HATEEM

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## PROFESSIONAL SUMMARY

Results-driven **Customer Support and Sales Specialist** with over **10 years** of experience in customer service, sales, and Telecom. Proven ability to **drive revenue growth (\$500K+ in annual sales)**, enhance customer satisfaction, and streamline operations. Strong background in **telecommunications, ecommerce, and digital solutions**, with expertise in **call handling, dispute resolution, order management, and team leadership**.

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## PROFESSIONAL EXPERIENCE

### Suave Solutions | Tier II Customer Support Representative & Sales Executive | 10/2021 – 04/2025

- Managed sales and after-sales services for **Fab Glass and Mirror (USA)**, generating **\$500K+ in annual revenue**.
- Led the Custom Cut Department, overseeing order processing, tracking, and dispute resolution.
- Coordinated with glass fabricators to resolve specifications, delays, and freight claims efficiently.

### Edsavvy Solutions | Customer Support Manager | 08/2020 – 09/2021

- Handled inbound calls for **two medical facilities** in **Brooklyn, NY**. Assisted patients, pharmacies, insurance providers, and legal firms with queries.
- Coordinated with billing, medical notes, and eligibility teams for accurate patient information. Guided patients on insurance discrepancies and claims resolution.

### Mindbridge | Customer Support Representative | 10/2019 – 07/2020

- Resolved consumer, restaurant, and delivery partner issues efficiently.
- Provided customer service for **Uber Eats (UK & Middle East)** via phone, email and Salesforce CRM.

### Softnix Solutions | Customer Sales Representative | 07/2019 – 10/2019

- Managed inbound sales for **USA Energy Campaign**, converting leads into customers.
- Provided detailed information on energy services, handling objections effectively.

### AMZ International | Customer Sales Representative | 02/2019 – 06/2019

- Identified potential **UK-based clients** for branding, web development, and digital marketing.
- Created and followed up on business proposals, closing deals for company projects.

### **Groovrick | Co-founder | 01/2016 – 12/2018**

- Developed social media strategies and digital content for brand awareness.
- Provided home automation solutions, including installation and technical support.

## **Telecom Experience**

### **LCC | DT Expert | 03/2015 – 05/2015 | Riyadh, Saudi Arabia**

- Performed **drive tests** and analyzed **network performance** (signal strength, SNR, power levels).
- Compiled reports and troubleshoot telecom sites for optimal performance.
- Led VIP client drive test troubleshooting for service enhancement.

### **Prime Telecom | Telecom Engineer | 06/2013 – 01/2015**

- Led TSSR surveys across multiple regions in Punjab.
- Supervised **microwave dish link installation and alignment**.
- Installed and commissioned **Ericsson 2000 and 6000 series cabinets**.
- Managed **Warid/Jazz Swap Project installation** and performed **PAT (Pre-Acceptance Testing)**.

### **Ufone | Intern – RF Planning Department | 03/2013 – 05/2013 | Lahore, Pakistan**

- Conducted drive tests and RF surveys using TEMS Investigation.
- Monitored RF alarms and analyzed network performance.
- Generated trouble tickets and performed walk tests for corporate complaints.

## **EDUCATION**

### **Islamia English School, Abu Dhabi, UAE**

- A-Level (2006–2007)
- O-Level (2005–2006)

### **University of Management & Technology (UMT), Lahore**

- Bachelor of Electrical Engineering (Telecom Specialization) | 2008 – 2013
- Final Year Project: Developed a line-following robot with obstacle avoidance and remote monitoring via GSM.

## **TECHNICAL & SOFT SKILLS**

- Customer Service & Sales: Call Handling | Dispute Resolution | Order Processing | CRM Tools
- Technical Skills: Adobe Suite | MS Office | HTML & CSS
- Soft Skills: Persuasive Selling & Negotiation | Team Leadership | Communication | Problem-Solving | Client Relationship Management
- Languages: English, Urdu
- Hobbies: Photography, Reading, Basketball, Badminton