

Usman Asar

INTERESTS

- E-Business (Management & Design)
- E-Commerce
- Web Technologies
- Human Computer Interfaces & Interaction
- E-Learning (Design & Implementation)
- Web Marketing
- Digital Video and Photography
- Communication & Networking Technologies
- Cyber Crimes & Investigations

PROFESSIONAL EXPERIENCE

NOV2007 – AUG2009 - PC World (DSGi Business), Bury, United Kingdom - Business Advisor.

- Responsible for Management, Sales and Technical advice for B2B & B2C Consumers.
- Generate RITM / Licensing leads.
- Escalate returns, problems and product queries to relevant departments.
- Take active part in training sessions, maintain portfolio of product knowledge and customer feedbacks.
- Selling Preference products, assisting customer sales advisors (CSA) with technical jargon and training.
- Use and train company CRM, sales, Purchase and management system (Maginus, Eclipse, RITM, Licensing).
- Ensure company's KPI are being dealt with according to business centre practices.
- Business Account management and opening/qualifying new customers as business users.
- Assisted external technical team for implementation of solutions, to ensure one-one customer experience.
- Actively taken part and volunteered in highly technical roles defined out of job description.
- Achieved outstanding achievement awards twice, and 100% scoring on Mystery shoppers' award.

MAR2008 – NOV2008 - British Telecom (BT) – Nationwide, UK - Technical Field Engineer

- Nationwide Field Support, involving travel up to 400 miles round trip in one day.
- Response to IT Support work assigned by Control centre, related to IT Problems/Installations/Upgrades.
- Advice, Maintain and setup PC/DSL/Wireless.
- Upload daily work sheets, BT Stock status and accessing/requesting jobs by using Alpha-One system.
- Keep one up-to-date with technologies and solutions to problems.
- Keeping up-to-date profile of customer's IT infrastructure and all comments/suggestions given to customer.
- Maintained the highest customer satisfaction feedback record (verified by individual customer feedback from control).

AUG2007 – NOV2007 – Rolls Royce, Derby, United Kingdom – E-Business Support

- Support, Implementation and maintenance of Exostar Products within the organization.
- Technical requirements, definition, end-user support, communications, upgrade testing and statistical reporting for Exostar's sub products, Source Pass, Supply Pass, and Procure Pass.
- Training for the staff for Demand Planning and Order Management Modules for Exostar.
- Highly efficient use of MS Products, web based systems, Project Management skills, Organization and Coordination skills with sound understanding of E-Business Technologies, processes and standards.
- Experienced and used extensive use of Web Based training platforms (WebEX) an industry standard web based training platform for corporate training.

APR2005 – MAY2007- Michigan US Limited, Manchester (IT Support)

- Designing Product Portfolios and searching for distribution network, company is trading with.
- Managing Office Network and troubleshooting issues related to the PC's, Network, Printers, and Routers.
- Upgrading hardware and software when necessary.
- Maintaining Central Windows 2003 servers, File & print server, active directory, SBS & Exchange server.
- Maintenance and updating of Company's Web Site and websites of the entire sister companies.
- Carry out all online banking, business and customer transactions.
- Search out new vendors for effective supply chain management.
-

FEB2003 – DEC2004 - eBay Listing Advisor

- Preparing Product listing, designing pages.
- Maintaining stock in and out.
- Bid maintenance, answering customer queries via e-mail and telephone, related to products.
- Dispatching items and maintaining payment and expenses records.
- Part Time job taken during completing of Degree from University of Westminster.

SEP2001 – JAN2003 - The Consultants (IT/Web Consultant)

- Budgeting and planning for the hardware and software requirements for the business.
- Consulting the Training & Recruitment responsibility of the IT and related staff.
- Researching new ways for implementation of technology, Upgrading and scheduling.
- Providing assistance in the implementation of the IT Infrastructure, designing and implementation of the data collection and analysis systems on windows based platforms.
- Ensuring smooth running of IT related business operations as well involving the staff retention to agreed established levels.

1999 – 2008 IT Trainer (FT/PT – Voluntary – Occasion Dependent)

- Trained on Microsoft Operating Systems, Servers, Microsoft Office (Word, PowerPoint, Excel, Access, Publisher, Project, Visio, FrontPage, and Expression), Adobe, Networks and many others. Hardware Assembling and Trouble Shooting.
- Experienced in both classroom based, corporate and one-one training.
- Experience of using web based training using WebEx, Unyte, and GoToMeeting (Skype Plug-in).
- Assisted in the design and development of training materials, under the direction of teaching staff in the relevant department.
- Training on software packages, in-house solutions and other business presentations.
- Assisted with the recruitment of students by interviewing, enrolment and induction.
- Undertook the role of assessor and internal/external verifier, when required.
- Worked in scheduled and as per need basis.

EDUCATION

2005 – 2006 – Manchester Business School - The University of Manchester, Manchester, United Kingdom Qualification Attained - M.Sc (E-Business Technologies)

Core Modules: Distributed Systems and Internet Technology, Industrial Applications, E Business, Systems Integration, IBM Patterns for E-Business Applications, Human Computer Interaction and Web User Interface.

(Final Project: Dynamic Presentation and Training Material using Streaming Technologies)

The project revolves around the research and implementation of Streaming Technologies over web medium, server setups (Windows 2003, IIS6 and WMS) Lecture recordings, conversion and optimisation for web streaming later to be imported into PowerPoint slides using Microsoft Producer (PowerPoint plug-in) and streamed over web. The project also involved investigation of effective use of Microsoft Technologies and most effective use in highly sophisticated teaching methodology.

2003 – 2004 – Westminster Business School - University of Westminster, London, United Kingdom

Qualification Attained: E-Business

Core Modules: Web Authoring, Web Design using vector graphics, E-Business Management & implementation, Marketing for E-Business, E-Business Strategies, E-Business Law and Finance, Data Communication & Networking.

(Projects Taken)

Story Board, using Vector graphics tool.

3-Tier Web development, concentrating Human Computer Interaction.

Case Study, E-Business Failure (Boo.com)

2001 – 2002 – College of eCommerce, USA

Qualification Attained: MBA (IT) - (Masters in Business Administration)

Specialization Modules: Entrepreneurship, Understanding eCommerce, Essential of network, IS & Web technology, Web Development.

1999 – 2001 – Muhammad Ali Jinnah University, Islamabad, Pakistan

Qualification Attained: BBA (HONS) - (Bachelors in Business Administration)

Core Modules: College Algebra, Business Statistics, ICT Technology, Accounting, Management, Human resource Management, Organizational Behavior, Marketing, Management Information Systems, Cyber Marketing, E-Commerce and Micro and Macro Economics.

1996 – 1998 – Punjab College of Commerce, Rawalpindi, Pakistan

Qualification Attained: B.Com (Bachelors in Commerce) – The University of the Punjab

Core Modules: Business Accounting, Micro, Macro and Mathematical Economics, Banking Currency & Finance, Business Statistics, Business Communication & Report Writing, Introduction to Business, Advanced Accounting, Business Law, Cost Accounting, Business Taxation.

IT QUALIFICATIONS / CERTIFICATIONS & TRAININGS

- Fast Track Diploma in E-Commerce Technologies (**COMSATS Institute of Information Technology**)
- Web Design Certification- (Macromedia and Adobe products) (**NICON Institute of Information Technology**)
- Intel Retail Edge Training * - 99 Module Training Completed – **Intel Corporation**
- Hewlett Packard Product Trainings * - **Hewlett Packard**
- Apple Products & Solutions Training * (Silver, Gold & Professional Training Covered) – **Apple Corporation**
- Computer Hardware Assembling and Trouble Shooting (A+ Equivalent) – **RISE**
- SQL Server Administration and Database Design Certification - **RISE**
- MS-Word Fundamentals (Brain Bench Certification)
- Certification in Lotus 123 – **Federal Computer Academy**
- Certification in WordStar – **Federal Computer Academy**

*- Access to these trainings were given as a part of working at DSGi Group, and Still all three trainings from Intel, HP and Apple are active and updated fortnightly.

IT / SOFTWARE SKILLS

Microsoft Windows, SuSE Linux (Personal Edition), Macintosh OS-X, MS-Office, MS-Visio, Microsoft Expression Studio, Adobe Creative Suites, Corel Suite (Design and Production), Mac OS-X and all design & media related software. Windows Networking and Server Operating Systems, Print & File Server, IIS, Active Directory, SBS, Some knowledge of Share Point Services, Windows Media Services, Online-Training Solutions (WebEx, Unyte), Web Applications and Web Training Platforms.

JOB RELATED TRAININGS

PC World Systems, Health & Safety, Maginus, Eclipse, Sage, MYOB Accounting, Microsoft Licensing, HP Products, SmartPlan (Rent Smart), DSGi FIVES Training, Mobile & home connectivity solutions, Vision Journey. Experience of Exostar SCM Solution, order Management and Demand Planning (SCP), ForumPass and Source Pass.

ACTIVITIES, HOBBIES & SPORTS

- Writing Tutorials for Web, Software and Troubleshooting tasks on technology forums requested by users.
- Maintain several static and e-commerce websites occasionally for companies utilizing different e-commerce engines including interface updates, product updates, writing descriptions for products and manage orders.
- Maintain highest level of technical knowledge and expertise for IT products and equipment.
- Interests in Aircraft Accident Investigations, Engine technologies from Rolls Royce and GE.
- Keen interests in Automobile Engine, Cabin and Safety Technologies.
- Occasionally play badminton.
- Digital Photography

REFERENCES:

Work, Knowledge, Personal References & CRB clearance certificate will be provided on request.