



# Waleed Ahmed Tariq

Field Service Manager

## Contact Information



+97 152 876 2650



waleedahmed.tariq@gmail.com



linkedin.com/in/waleed-ahmed-tariq-48b920a6



Waleedtariq13



UAE Dubai

## Personal Information



Passport Number: DB7968953



Visa Status: Visit Visa valid till 1<sup>st</sup> Jan 2024



Driving License: IDP-202311161115



Registered Engineering: COMP/14298

## Summary

A results-driven Services and sales professional with over 9 years of experience in technical roles within the customer services smartphone, IVD, and IT industries. Adept problem-solver with exceptional multitasking and communication skills, consistently achieving and exceeding targets. Proven track record in operations management, after-sales service, and project management from inception to completion. Actively seeking a challenging role with an ambitious company.

## Skills

Customer Relationship Management | Documentation and Reporting | Effective Communication | Inventory and Resource Management | Microsoft Office | Problem-solving and conflict resolution | Quality Assurance and Process Improvement | Sales Force | Team Leadership and Motivation | Technical Expertise and Troubleshooting | Training and Development

## Experiences

Jan 2020 – Nov 2023

### Field Service Manager

#### ViSole Group of companies

##### Global Marketing Services, Islamabad, Pakistan

- Experienced in collaborating with
- Industry-leading principals in the IVD healthcare sector, including Illumina, Hologic, Cepheid, LUNIT, Ten long and Opti Medical.
- Developed and implemented comprehensive strategic sales, services and marketing plans for business growth and success.
- Managed and led a team of biomedical service engineers, providing guidance, training, and supervision to ensure efficient workflow and high-quality service delivery.
- Specialized in engineering segment with expertise in instrument installation, preventive maintenance, and troubleshooting.
- Successfully led installations of IVD machines, software, and LIS systems, providing training to end user and ensuring proper functionality.
- Coordinated and responded to emergency service requests promptly to minimize disruptions in healthcare facilities and maintain patient care
- Oversaw daily service operations, including equipment installations, maintenance, and repairs, ensuring compliance with regulatory standards and customer expectations.

- Kept current with industry trends and advancements through ongoing training and professional development
- Managed equipment inventory, including tracking and ordering replacement parts and supplies as needed to maintain a well-functioning medical device ecosystem.
- Kept detailed records of service and maintenance activities, ensuring compliance with regulatory requirements and providing data for performance analysis.
- Collaborated with manufacturers and vendors to troubleshoot complex technical issues and coordinate warranty-related services.

May 2017 - Dec 2019

## **National Training & Services Manager**

VIVO Electric PVT LTD, Lahore, Pakistan

- Managed nationwide service centers operations, including recruitment, training, and overseeing service center renovations and procurement activities.
- Worked with other departments, such as sales and customer support, to align service activities with the organization's overall goals and objectives.
- By delivering top-notch customer service, significantly contributed to the growth of mobile sales and market expansion.
- Maintained detailed records of service activities, including, warranty claims DAP DOA , In Warranty Out Warranty repairs.
- Conducted weekly and Monthly training sessions for service engineers and staff to enhance their technical skills, product knowledge, and customer service abilities.
- Escalated hardware and software issues to the R&D team for VIVO products.

Sep 2014 - Mar 2017

## **Service Center Manager**

OPPO smart phone, Islamabad, Pakistan

- Managed team of service engineers and support staff, providing guidance, training, and supervision to ensure efficient workflow and high-quality servicedelivery.
- Managed daily service operations, encompassing customer inquiries, equipmentmaintenance, repairs, and warranty claims, while maintaining strict adherence toOPPO's standards.
- Built and maintained strong customer relationships, addressing their needs,resolving issues, and ensuring high levels of customer satisfaction.
- Oversaw spare parts and equipment inventory, ensuring availability of necessarycomponents for timely repairs.
- Managed the budget for the service center, including expense tracking and cost-effective procurement of spare parts and equipment.
- Assigned tasks to the team, ensuring timely completion and reporting to HeadOffice.
- Diagnosed and troubleshooter hardware and software issues for OPPO products
- Conducted software testing and quality assurance, including EMMC and RAMperformance evaluation.
- Proficient in Flash tool and various testing modules.
- Tested beta software versions, identified issues, and reported them to HQdevelopment teams.

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## **Education**

- BE Computer Systems Engineering

Mirpur University of Science and Technology

2010-2014

- Diploma of Associate Engineering in Electronics

POF IT

2007-2010

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## **GMS Trainings**

- Hologic Panther Molecular Service Training at Global Marketing Services | Rawalpindi 2023
- Illumina NGS Service Training at Global Marketing Services | Rawalpindi | 2022

- Opti Medical System OPTI CCA- TS2 Blood Gas and Electrolyte Analyzer service Training at Global Marketing Services | Rawalpindi | 2022
- GeneXpert Cepheid PCR Service Training at Global Marketing Services | Rawalpindi | 2020

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## Online Course/Certificates

- LUNIT Insight AI Product Training Certificate ( June 2023 )
- MEA & CIS Cepheid Application and Sales Training Certificate ( Nov 2022 )
- After Sale Service training Certificate on Nucleic Acid Extraction instrument Smart Lab Assist ( Aug 2022 )
- Cepheid GeneXpert Field Service Engineering Training Certificate ( Mar 2022 )
- Certificate of Training by GMS ( Jan 2022 )
- Leadership and Management for Managers from Alison (Oct 2023)
- Perfect Productivity. How To Achieve Any Goal From Lectera (Aug 2023)

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## Awards and Achievements

- Best Employee Award in OPPO Mobiles Technology ( 12/2016 )
- Pride of Performance in VIVO Electric (PVT) ) Limited ( 10/2018 )
- Best event management award in GMS 20 August 2023

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## Hobbies

- SEO
- Technology
- Business Networking
- Travel
- Music

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## Languages

<b>English</b> Expert	<b>Urdu</b> Native	<b>Arabi</b> Beginner	<b>Hindi</b> Expert
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