



Waleed Ahmed Tariq

Field Service Manager

Contact Information

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Personal Information

Passport Number: DB7968953

Visa Status: Visit Visa valid till 1st 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.

Education

- BE Computer Systems Engineering

Mirpur University of Science and Technology

2010-2014

- Diploma of Associate Engineering in Electronics

POF IT

2007-2010

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

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)

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

Hobbies

- SEO
- Technology
- Business Networking
- Travel
- Music

Languages

English
Expert

Urdu
Native

Arabi
Beginner

Hindi
Expert