

Muhammad Naveed Ishaque



CUSTOMER SERVICE | FIELD SALES | DIGITAL SUPPORT

Longford, Ireland | +353 87 996 1352 | info@detleng.com
Application Profile: <https://sales.detleng.com>
Spanish / EU National | Irish PPSN: Yes | Available immediately
Full EU Category B driving licence since 2011

PROFESSIONAL SUMMARY

Reliable and practical professional with experience in customer-facing support, telecom operations, teaching and community guidance. Comfortable speaking with new people in English and Spanish, explaining information clearly and working independently. Previous hands-on telecom experience includes VoIP services, call routing, CDR records and customer billing. Recently relocated to Longford, holds a full EU driving licence and is available to start immediately. Looking for a field sales or customer service role where I can learn quickly, work hard and contribute to the team.

KEY SKILLS

- Customer service & clear communication
- Comfortable meeting new people
- Independent working & time management
- Reliable, punctual & responsible
- Practical problem-solving
- Digital tools & computer-based tasks
- Quick learner with hands-on attitude
- Flexible for field work / shift work

EXPERIENCE

Career Development & AI / Digital Self-Learning | Spain | Aug 2025 – Sep 2026

- Focused on practical self-learning in AI tools, digital innovation, online research and business applications while preparing for relocation to Ireland.
- Built confidence using modern digital tools for communication, information gathering, content preparation and everyday problem-solving.

Self-Employed – Teaching & Community Support | Spain | 2011 – 2025

- Provided driving-theory training in **English and Spanish**, including preparation for taxi-driver theory examinations in major cities such as Madrid, Barcelona and Valencia.
- Worked one-to-one with learners from different backgrounds, explaining regulations clearly and providing practical guidance and support independently.

Finttel Telecom | Spain | 2007 – 2010

- Supported **VoIP telecommunications services** provided to international call shops, including daily review of **Call Detail Records (CDRs)**, call-cost calculations and customer billing.
- Maintained daily and monthly records in Excel and helped resolve call-routing issues by checking failed routes and redirecting traffic through alternative providers when required.

EDUCATION

Postgraduate coursework in Computer Science
PUCIT, Lahore, Pakistan

DRIVING LICENCE

Full Spanish / EU Category B licence since 2011
Clean record; eligible to drive in Ireland

LANGUAGES

English – Conversational
Spanish – Conversational
Urdu – Native
Hindi – Conversational

ADDITIONAL INFORMATION

- Relocated to Longford on 9 September 2026
- Available to start immediately
- Open to customer-facing, field and support roles