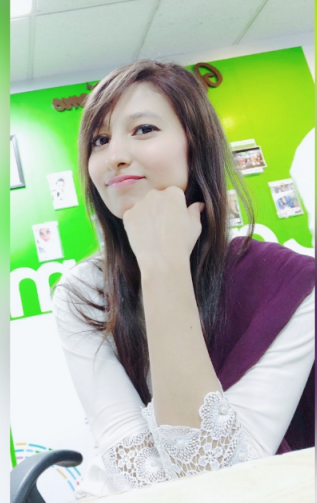


Mishal

Social Media Moderator

Looking for a job that will enable me to creatively showcase talents, all the while challenging me to adapt new skills and practices, needed to advance within my chosen career path. Proven academic and curricular achievements, and possess the right technical and soft skills required to propel the organization achieving its goals and objectives.



Experience

Social Media Moderator

Abacus Consulting

Apr - 2020 - Present



Providing resolution regarding customer's queries on different channels, Facebook Messenger, Play-store. Ensure end to end resolution by coordinating with different departments. Meeting customer's expectations and securing KPIs to achieve maximum productivity of Organization.

Social Media Officer & Reporting

Abacus Consulting

May - 2019 - Mar - 2020



Managed customer's queries of Social Media Channel. Responsible for coordinating client's escalations with different departments. Facilitated online conversations with customers and respond to queries. Reporting Analysis of whole non-voice project including analysis of credit posting, Credit/Debit transactions, Corporate customer's refund.

Team Lead

Abacus Consulting

Jul - 2018 - May - 2019



Worked as a Team lead in Careem to ensure a positive experience for the customer by coaching and managing other team members. Execution of daily operations by overseeing staff training, team building exercises and performance reviews. Discovered training needs and provided coaching. Planned and organized team building activities.



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Customer Support Representative

Abacus Consulting

Feb - 2018 - Jun - 2018

Careem



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Worked as Email Support executive in Careem project. Deal with customer's concern via Email channel and provided end to end resolution regarding customer's queries. Handled escalations and provided loop closures within a set time frame.

Education

Masters of Science (M.sc)

University of the Punjab

2015 - 2017



Major in Applied Hydrology equivalent to Environmental Sciences. Final Year Research Project was on "GRADUAL VARIATION ANALYSIS FOR GROUNDWATER FLOW OF LAHORE BY GROUNDWATER MODELING TECHNIQUES"

Bachelors of Education (B.Ed)

Allama Iqbal Open University

2016 - 2017



Studied majorly Teaching of Biology, Teaching of Chemistry and attended workshops on Perspective of Education, Research, Guidance and Educational Psychology.

Bachelors of Science (B.sc)

Queen Mary College, Lahore

2013 - 2015



Major subjects were Biochemistry, Biotechnology, Zoology and Genetics.

Intermediate (F.sc pre-medical)

Govt. Girls Higher Secondary School Shahdara Town, Lahore.

2011 - 2013



Achievements

1. Consistent A+ Performer in Easypaisa Project
2. Research paper got published in International Journal of Biosciences | IJB |
Vol. 15, No. 1, p. 276-282, 2019 <https://www.innspub.net>
3. Got 1st prize in Painting Competition in CEES department PU on Anti-Terrorism Day
4. Got Laptop from Prime Minister's Laptop Scheme 2017



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Skills

Leadership skills
Active listener
Quick learner
High level of Professionalism
Keen Observer



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Hobbies & Interests

Travelling
Painting
Foodie
Active User of Social Media

Languages

English
Urdu
Punjabi