

# Samama Kamran

Social Media Coordinator & Project Manager

Nasheman Iqbal, Khayaban-e-Jinnah, Lahore | Available for Full-time Opportunities

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Quick Learner with extensive experience in social media coordination, project management, and operations. Passionate about advancing career for long-term success in dynamic environments while delivering high-quality content production and customer support services.

## Work Experience

**IBEX** **February 2025 – Present**  
**Social Media Coordinator** Lahore, Pakistan

- Respond to JazzCash customer emails and inquiries within defined SLAs for enhanced customer satisfaction
- Resolve customer complaints and issues through effective problem-solving and collaboration with internal teams
- Provide financial services support and guidance to customers, promoting digital payments and financial inclusion
- Collaborate with cross-functional teams to ensure seamless customer experience and service delivery

**Princeton Group of Companies** **November 2023 – November 2024**  
**Social Media Producer & Project Head** DHA Phase VI Raya, Lahore

- Handled daily operations, developed and executed comprehensive social media content strategies including outdoor and indoor campaigns
- Led project management and coordination for event planning and execution, ensuring successful brand activations and experiences
- Managed a diverse team including content producers, anchors, video editors, cameramen, and overall production team
- Coordinated financial operations, budget assistance, vendor payments, and comprehensive reporting systems
- Managed procurement, inventory, and distribution of branded merchandise and promotional gifts
- Developed and maintained strategic relationships with partners, stakeholders, and public figures for business growth

## Other Projects & Freelance Work

**Rebirth Education Consultant** **January 2025 – February 2025**  
**Podcast Host** Social Media Video Content

- Acted as podcast host for company social media video content and educational initiatives

**Deals Makers (Kingdom Valley)** **October 2024 – December 2024**  
**Video Presenter** Social Media Marketing

- Served as presenter for real estate company in social media videos and promotional content

**Ex Federal Minister Media - Firdous Aashiq Awan**

**January 2024 – May 2024**

**Head of Operations & Coordination**

Social Media Lead

- Led operations and coordination for high-profile political media campaigns and initiatives
- Managed social media strategy and content creation for public figure representation

**Almarah Foundation - DIG Punjab Police**

**February 2024 – April 2024**

**Operations Lead**

Production & Social Media Team Management

- Handled operations, coordination, and supervised overall team and event management
- Led production and social media team for foundation activities and community outreach

## Education

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**BSc (Hons) Agriculture**, University of Agriculture Faisalabad  
**Specialization:** Plant Pathology

Graduated: July 2023  
**CGPA:** 3.24

## Technical Skills & Expertise

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<b>Project Management</b>	Team Management, Operations, Business Development, Team Leadership
<b>Software &amp; Tools</b>	MS Word, MS Excel, PowerPoint, Google Sheets, Outlook
<b>Media &amp; Production</b>	Social Media Coordination, Outdoor Production, Indoor Production
<b>Communication</b>	Customer Support, Email Handling, Professional Hosting & Anchoring

## Professional Certifications

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- **Pakistan Agricultural Research Council** – Agricultural Research Certification
- **Hult Prize Foundation United Nations** – Global Entrepreneurship Program
- **Youth General Assembly** – Leadership and Global Engagement
- **Professional Hosting & Anchoring** – UET Lahore

## Community Involvement & Volunteer Work

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- **Wheat Campaign - Government of Punjab** (November 2021 – December 2023): Conducted village visits, field visits, farmer training, and awareness programs
- **Humans of Burewala NGO** (May 2019 – July 2023): Partner of Rizq Trust, handled all operations, coordination, social activities, and associate media management

## Additional Information

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- **Languages:** English (Professional), Urdu (Native)
- **Location:** Currently based in Lahore, Pakistan
- **Interests:** Social media strategy, content production, community development, agricultural awareness
- **Career Objective:** Seeking opportunities to advance career in media, project management, or customer service roles for long-term success