

Muhammad Bilawal Zaman

Web Developer



Objective: Passionate and detail-oriented professional seeking a career transition from client services to website development. Adept at problem-solving, project management, and eager to apply strong communication skills to excel in web development.

CONTACT

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House No. 325 Laurex colony Allama Iqbal road Garhi shahou lahore. Pakistan.

EDUCATION

Bachelor of Computer Science – Software Engineering
Virtual University of Pakistan

2010 – 2014

Intermediate Computer Science
Wise College

2008 – 2010

Matriculation

2007

Defence Public School

SKILLS

- Proficient in HTML, CSS, JavaScript-
- Experience with React and Next.js-
- Strong problem-solving and analytical skills
- Excellent project management and time management
- Abilities Client-focused communication skills
- Quick learner with a passion for coding

Work Experience

Wordpress Developer - Freelance

Mar 2013 - Jan 2014

- Business & Ecommerce
- Elementor Page builder
- Customization - Themes and Templates

Customer Support Representative

Jan 2021 - July 2023

Mindbridge Communications

- Customer interaction on Emails / Chats and Phone Support
- Work on CSAT reports
- Responsible for the day-to-day progress report of CSAT
- Handle Uki based Uber rider, driver customer support Email and phone support.
- Delivery partner / Eaters live chats regarding food delivery issues of UberEats.
- Handle social media platforms for UberEats and Rider related queries on Instagram, Facebook and Twitter.
- I was among the pionior badge for Uber Pakistan Drivers Inbound and outbound Phone Support.
- Inbound and outbound Phone Support for Uber Eats and Rides (GCC, UKI and Pakistan)

Social Media Manager

Oct 2020 - Jan 2021

Saiban Associates

- Working with a team of Social Media Marketing.
- Developing the monthly, quarterly & yearly brand strategy & content strategy. Managing & executing marketing Campaigns.
- Track and analyze brand and competitor data to create weekly and monthly reports
- Maintaining the monthly content calendar for brands.
- Develop, execute & monitor PR campaigns
- Monitored campaign performance using
- Facebook Insights and Twitter Analytics.

Feb 2019 - July 2020

Asst. Client Service Manager

Interflow Communications Pvt. Ltd.

- Re-Launched and Re-Branding Products of Treet Group Of Companies in Pakistan through Social Media and in app designs.
- Ran "Agri Expo 2019" campaigns for the Government Of Punjab in an innovative way and ensured great results.
- Work with cross-functional teams to plan marketing strategies and campaigns that integrate social media.
- Facebook & Instagram Paid Advertisement.
- Social Media Management for Daewoo Battery Pakistan.
- Responsible for the Launch of a New School "The Shaheen Public School" in Sargodha city completely handled the total launch campaign prospectus,
- Print Ads, Billboard design & Office stationary.

July 2017 - Feb 2019

Client Service Executive

Eman Ad Communications

- Prepare and execute print and electronic media campaigns ensuring target audience consistency.
- Select / integrate appropriate media vehicles, print, radio and TV
- Collaboration with brand and account teams to discuss client objectives and develop media goals and strategies.
- Analyze campaign results with detailed tracking data.
- Initiate and supervise all aspects of media billing.
- Develop solid relationship with marketing and sales team.
- Assisted in presenting media plans and competitive reports to clients

Media Executive

Interflow Communications Pvt. Ltd.

Dec 2013 - Jun 2017

- Media Planning
- Media Buying
- Media budgeting
- Preparation of Invoices for Client
- Coordination with the Press Information Department (PID). Preparation of Release Order

REFERENCES

Reference will be furnished on demand.