



EDUCATION

The University of Lahore

Bachelor's degree, Computer Software Engineering
(February 2023 - May 2027)

COMSATS University Islamabad

Bachelor of Business Administration
(September 2022 - January 2023)

Punjab Group Of Colleges

F.Sc (Pre-Medical)
(September 2019 - June 2021)

SKILLS

- Strong organizational and time-management abilities.
- Exceptional communication and interpersonal skills.
- Proficient in independent work and teamwork.
- Detail-oriented with multitasking capabilities.
- Experience managing budgets and financial documentation.

CERTIFICATIONS

- Employee of the Month at Mindbridge (July 2024).
- Trusted Seller-Facebook Marketplace Community (2022).

PROFESSIONAL EXPERIENCE

Chat Support Executive

Mindbridge | June 2024 - September 2024 (4 months)

- Efficiently resolved customer, vendor, and delivery-related queries, ensuring high satisfaction rates through prompt and accurate responses.
- Maintained and updated customer and transaction databases, ensuring data accuracy and streamlined information retrieval.
- Identified recurring issues and provided feedback to improve workflow processes, enhancing overall operational efficiency.

Email Marketing Manager

SBI International Holdings AG | June 2023 - July 2023 (2 months)

- Conducted extensive research to identify potential client companies and built targeted email lists to expand outreach efforts.
- Crafted compelling email pitches tailored to showcase construction project packages, effectively communicating value propositions to prospective clients.
- Monitored and analyzed email campaign metrics, providing insights to refine strategies and improve engagement rates.

PC Hardware Trader

Facebook Marketplace | Sep 2022- Dec 2022 (4 months)

- Procured high-demand gaming PC components at competitive rates through strategic vendor negotiations.
- Marketed and sold premium hardware, building a loyal customer base through personalized recommendations.
- Resolved technical and compatibility queries, ensuring customer satisfaction.