

Nafiz Al Zawad

+8801515636528 · nafizalzawad@gmail.com
Property Paragon, Segunbagicha, Dhaka-1200

DIGITAL CONTENT & CLIENT ENGAGEMENT SPECIALIST

Detail-oriented and tech-savvy candidate with a background in Computer Science and experience managing operations, client communication, and digital content. Well-versed in remote coordination, scheduling, and supporting technical readiness for live sessions. Proven ability to handle cross-functional collaboration, track batch enrollment, and assist with content lifecycle management.

Excels at working under pressure, managing multiple stakeholders, and ensuring smooth operational execution—skills aligned with overseeing live online courses and serving as a point of contact between teams. Proficient in G-Suite, ERP systems, and learning platforms, with a strong foundation in planning, communication, and organizational efficiency.

KEY COMPETENCIES

Process improvement	Report writing and presenting	Strong interpersonal skills
Data-driven strategic planning	Critical thinking skills	Proactive and self-motivated
Cost-benefit analysis	Excellent communication skills	Exceptional organisational skills

PROFESSIONAL EXPERIENCE

Eightcap
Sales and Marketing Specialist (Intern)

Jan 2025 - Feb 2025

- Organized and hosted first Educational webinar for Eightcap in Bangladesh, boosting brand presence in a new market.
- Promoted international trading tools and platforms to local audiences with tailored messaging.
- Provided client support and built relationships through direct outreach and onboarding.
- Left the position after two month due to a mismatch in long-term goals and responsibilities.

Doin Tech
Virtual Executive, Client Experience

Jan 2024 - Dec 2024

- Managed and supported over 4,500 international clients with effective communication and timely issue resolution.
- Achieved high sales conversion rates, generating \$20,000 in sales over the final three months.
- Worked on two flagship fintech products:
 - Telegram Signal Copier (London-based)
 - SureShotFX (Sydney-based)
- Contributed remotely to both, offering global client support and sales guidance.
- Presented tailored solutions to clients, improving satisfaction and retention.
- Collaborated with internal teams to align client experiences with business goals and improve service delivery.

The Daily Janakantha
Digital Content Creator

Sep 2022 - Dec 2023

- Delivered engaging, well-researched football articles, resonating with target audiences.
- Conducted in-depth research for accurate and up-to-date sports coverage.
- Coordinated with editorial teams to meet deadlines and align content with reader preferences.
- Honed multitasking, organization, and deadline management through frequent article submissions.

EDUCATION & CERTIFICATIONS

- Bachelor of Science**
Computer Science and Engineering (Ongoing)
University of Information Technology and Sciences
- Higher Secondary School Certificate**
GPA: 4.83 out of 5.00
Gulshan Model School and Collage
- Professional Certificate in Customer Experience Management**
Udemy

EXTRACURRICULAR ACTIVITIES

- Reading Excellence**
Received prizes twice from Bishwo Shahitto Kendro for outstanding performance in literary programs.
- Community Volunteer**
FIFA (April 2022 - Present)