

MUHAMMAD ALI MINHAL

Social Media Executive

+92- 336-3171216

@ aliminhal.am@gmail.com

Karachi, Pakistan

PERSONAL STATEMENT

Motivated Social Media Professional possessing an years of expertise in traditional and innovative online platforms management, effective content creation and audience engagement techniques. Performance-driven with meticulous analytical and technical skill sets.

EXPERIENCE

Social Media Executive

Bachaa Party

07/2022 - Ongoing Karachi, Pakistan

- Optimizing social media content effectively.
- Coordinating with Graphic Designer and other team members.
- Assisting the HR department with hiring and training new employees.
- Monitoring social media metrics and ROI.
- Creating brand awareness to gain audience attention.
- Creating paid social media campaigns for advertising.

Customer Sales Support

eZhire

06/2021 - 06/2022 Karachi, Pakistan

- Research and source potential clients and build long-term relationships with them.
- Determining the quickest, most effective ways to answer a client's or customer's questions.
- Letting customers or clients know about additional products or services.
- Ensuring that customers are satisfied with products or services
- Troubleshooting common issues with a product or service.

Customer Service Executive

TRG - The Resource Group

06/2019 - 12/2020 Karachi, Pakistan

- Monitoring the work of individual representatives of the team.
- Managing a team of representatives offering customer support.
- Planning the training and standardization of service delivery.
- Resolving customer complaints brought to your attention.
- Creating policies and procedures.

Customer Service Executive

KFC

12/2018 - 05/2019 Karachi, Pakistan

- Handling customer complaints, provide appropriate solutions and alternatives within the time limits; follow up to ensure resolution.
- Performing duties including operating the cash register, assembling orders & preparing menu.
- Answer customers questions and provide information on procedures or policies.
- Provide excellent customer service with better food quality.
- Building sustainable relationships and trust with customer accounts through open and interactive communication.

EDUCATION

Bachelor of Commerce

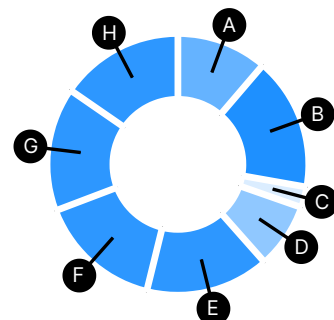
Newports Institute of Communications and Economics

2020 Karachi, Pakistan

PROFESSIONAL SKILLS

- Honesty, integrity and high sense of responsibility.
- Strong interpersonal, coordination and communication skills.
- Ability to carry out tasks efficiently and effectively under pressure.
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- Result oriented with planning, and implementation skills.
- Ability to prioritize, multi-task and meet deadlines.
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- Highly motivated, reliable, confident, and committed worker.
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- Strong analytical and problem-solving skills.
- Quick learning skills with always willing to learn advance technology.

CORE COMPETENCIES



- A Career-focused
- B Ambitious
- C Avid learner
- D Results-driven
- E Flexibility
- F Teamwork
- G Adaptability
- H Leadership

LINGUISTICS PROFICIENCY

Urdu

Native



English

Proficient

