

Salman Khan

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SUMMARY:

I have 3 plus years of experience in Social Media management, content marketing and branding. Having 4 plus years of experience in Technical Support. Bachelor in commerce. Excellent communication skills for outreach, ensuring strong brand presence. Strong computer knowledge.

CAREER OBJECTIVE:

To seek a position where I can use my abilities, skills and knowledge to their fullest potentials with an organization, which offers opportunities for growth and advancement.

EDUCATION:

- **AIOU**
(B.com)
- **B.I.S.E Rawalpindi**
(ICS)
- **B.I.S.E Rawalpindi**
(Matriculation)

EXPERIENCE:

Ufone | Islamabad

(Technical Support Executive, 2013-2015)

- Actively listen to customers to understand their issues or concerns
- Receive customer calls to provide step-by-step guidelines for the resolution of a technical issue
- Educate customers on the features of company products/services to minimize technical challenges
- Explain highly technical details to customers using simple understandable terms

Trontech | Islamabad

(Social Media Executive, 2015-2018)

- Management of posts through all social channels
- Increase brand loyalty through product focused social media videos
- Organize data collection initiatives and competitions
- Take organic social media to the next level

Interact | Rawalpindi

(Technical Support Executive, 2018-2020)

- Managed wide variety of customer service and administrative tasks to resolve customer issues
- Developed reputation as an efficient service provider with high levels of accuracy
- Overseen wide assortment of client assistance and managerial undertakings to determine client issues
- Asked open-ended questions to assess customer needs

SKILLS:

- Decision Making
- Teamwork
- Self-motivation
- Able to Build Relationships
- Quick Learner

REFERENCES:

- Will be furnished upon request