

SHOAIB HANIF

DIGITAL MARKETING EXECUTIVE



ABOUT ME

I aim to join a team of forward-thinking, organized, and driven individuals within a dynamic organization. I aspire to leverage my skills and capabilities to contribute meaningfully to the company's objectives. Seeking a role where I can make a tangible impact, take ownership of tasks, and deliver exceptional results. My goal is to build a fulfilling career path with opportunities for continuous growth and development.



CONTACT

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SKILLS

CUSTOMER CARE**RECOVERY****DIGITAL MARKETING****TELE SALES**

LANGUAGE

ARABIC (NATIVE OR BILINGUAL)**ENGLISH (PROFESSIONAL WORKING)****URDU (NATIVE OR BILINGUAL)**

EXPERIENCES

FIRST SOLUTION MANAGEMENT SERVICES**COLLECTIONS SPECIALIST (ETISALAT),(DU)**

The role involves managing overdue accounts for personal loans, salary advances, and auto loans. Responsibilities include contacting customers for repayment negotiations, locating uncontactable ones, offering payment plans, and ensuring compliance with debt collection laws. Coordination with HR for employment details and tracing customers through various sources is also part of the role.

January 2019 - December 2019

DEBT COLLECTOR (DUBAI ISLAMIC BANK)**EMIRATES NBD NATIONAL BANK OF ABU DHABI MASHREQ BANK RAK BANK)**

I have experience managing customer relationships, collecting overdue payments, and maintaining accurate records. My role includes contacting clients, using skip tracing, assessing debt collectability, and ensuring compliance with debt collection laws. I also generate reports, verify customer information, and handle administrative tasks like updating addresses and managing deceased client records.

December 2019 - August 2020

MINDBRIDGE PRIVATE LIMITED**ARABIC LIVE CUSTOMER SERVICE SUPPORT**

Fluent in English and Arabic, I handle customer inquiries via chat, email, and phone, prioritizing urgency. I manage high call volumes, resolve complaints, and provide accurate information. With strong communication skills, I build rapport, exceed customer support targets, and am proficient in CRM systems. Adaptable, focused on customer satisfaction, and skilled in multitasking, I meet diverse customer needs efficiently.

March 2021 - October 2023

GOBIS PAINTS**DIGITAL MARKETING EXECUTIVE**

I was responsible for managing digital marketing efforts, which included creating detailed reports and managing advertisements, posting content, and running targeted campaigns. I ensured that all marketing activities were executed effectively to drive engagement and reach.

October 2023 - August 2024



EDUCATION

INSIGHT MODEL COLLEGE BHIMBER AJK

Intermediate , Computer Science · (February 2011 - September 2013)

AL AQEEQ INT SCHOOL & COLLEGE- KSA

Matric , Computer Science · (October 2008 - October 2010)