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| Shamna  Dubai |  |

**Objective**

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Passionate and motivated, with a drive for excellence. Seeking a position where I can utilize my skills and perform at high levels to achieve the company's goals. Reliable, hard-working, and focused on providing an outstanding level of customer service.

Experience

**June 2020|Present -Client Service come Social Media Executive**

**BBP India Communications Pvt Ltd | Cochin |India**

* Work with clients in the development of digital and traditional brand strategies.
* Perform deep dives into the competitive marketplace and client companies to identify opportunities
* Develop, present and negotiate proposals and  manage delivery of integrated campaigns.;
* Being the primary business contact for clients and managing their day to day enquiries.
* Maintained strong social media and brand presence across Twitter, Facebook, and Instagram platforms
* Developed online marketing campaigns, effectively increasing followers by 1,400+ and driving brand awareness
* Made report using Google Analytic Tool

**November 2019|May 2020-Client Service come Social Media Executive|Dubai|UAE**

* Worked under Tour operator(A J S Tourism)
* Maintaining the Mobile Application, Website and Social Media Pages
* Client handling and taking quotation
* Facebook and Instagram campaigns
* Resolving IT related issues
* Visa Typing and documenting

**June 2019[freelance]-Website Administrator come Social Media Executive**

**Trustworthy.ae|DIC|Dubai |UAE**

* Maintaining and updating website of TrustWorthy.ae
* Adding contents to the website

**Oct 2017 |Dec 2018-Client Service come Social Media Executive**

**BBP India Communications Pvt Ltd | Cochin |India**

* Interacting with client and understanding their requirement
* Conducted Social Media Campaign for various clients
* Keyword Research and Analysis
* Content development for PPC advertisement and Social media pages of clients
* Analyzing business performance with the help of digital tools and reports
* Responsible for maintaining client’s Facebook, Instagram, Linkedln, YouTube pages.

**Jan 2014 | Jun 2014 – Web Developer**

**ARA Technologies | Cochin**

* Creating Database object, Coding (ASP.NET 3.5/C# 3.0).
* Responsible for testing various modules of the project.

December 2012 | January 2014 - Technical Consultant

**Sutherland Global Services** | **Cochin**

* Identify, troubleshoot, and analyze computer related issues. Determine appropriate course of action, and conduct repairs, modifications as needed.
* Install and configure software application.
* Interacts with international customers to provide them with information to address inquiries regarding products and services.

Highest Degree of Education

Bachelor’s Degree | BE Computer Science Engineering

* The Oxford College Of Engineering,Banglore ( University)2008-2012

Skills

* Adaptable to work in highly stressed environment and strict deadlines
* Ability to deal with people diplomatically
* Strong communication
* Multitasking
* Outstanding Customer Relation skills
* Email management
* Excellence in Microsoft office

**Personal Information**

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| --- | --- |
| * Date of Birth | : 16/08/1989 |
| * Nationality | : Indian |
| * Visa Status | :Resident Visa |
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