



P.AHLAAM

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blackloke19@gmail.com
Visa Status: Residence

PROFESSIONAL SUMMARY

A highly motivated and detail-oriented fresher with proven skills in communication, customer engagement, and problem-solving, seeking an entry-level position in money exchange. While my background is in media and communications, my experience in managing customer inquiries, maintaining accuracy in content creation, and strategic planning demonstrates a strong foundation for the financial service sector. Eager to apply my skills to ensure efficient transactions and customer satisfaction.

WORK EXPERIENCE

ENHANCE DIGITAL STRATEGIES LLP SOCIAL MEDIA MANAGER

JUNE 2024-CURRENT

- Managed multiple social media accounts across various platforms.
- Responded to customer inquiries and comments promptly.
- Maintained consistent brand voice across all digital communications.
- Collaborated with marketing team members to create cohesive campaigns.
- Scheduled posts using social media management tools.
- Developed social media strategies to increase brand awareness and engagement

YARA COMMUNICATION COPYWRITER (INTERN)

APRIL 2022-SEPT 2022

- Collaborated with creative teams to develop advertising concepts and campaigns.
- Created content for newsletters, blogs, and website pages.
- Maintained consistent writing style across various projects

EDUCATION

Master of Arts (MA)-Mass Communication and Journalism

AUGUST 2023

Farook College Autonomous, Feroke. Calicut

Bachelor of Arts (BA)-Journalism and Mass Communication

JUNE 2021

MIC Arts Andc Science College

SKILLS

- Customer Service
- Communication (Written & Verbal)
- Problem-Solving
- Multitasking
- Strategic Planning
- MS Word, Excel
- Languages: English, Hindi, Tamil, Arabic

ADDITIONAL INFORMATION

- Online marketing and advertising, Audience engagement, Customer feedback tracking, Online marketing strategies, Website copywriting, HTML (Basic)