

DUAA TAHIR

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SUMMARY Dynamic and results-driven professional specializing in digital marketing, social media strategies, sales, and client support. Proficient in driving business growth through targeted campaigns, effective sales execution, and exceptional customer service. Dedicated to helping businesses succeed with strategic marketing and seamless client communication.

WORK EXPERIENCE	Administrative Assistant Skills Up Freelancing Institute	April 2024 - Present
	<ul style="list-style-type: none">Streamlined office tasks, improving efficiency by 50% through better scheduling and file management.Supported executives, handling reports with 95% accuracy.Managed communication, resolving 90% of queries promptly via calls and emails.	
	Customer Service Representative Digital Next	July 2024 - March 2025
	<ul style="list-style-type: none">Provide real-time chat support with a 95% satisfaction rate.Build lasting relationships, contributing to a 60% increase in sales and retention.Assist in lead qualification, identifying 50% of high-potential prospects	
	Social Media Management	5 months
	<ul style="list-style-type: none">Increased social media management through 40% targeted campingsnsBoosted engagement by 60% through targeted ad campaigns and content strategies.Increased sales by 60% with optimized Facebook, Instagram.	

EDUCATION	Bachelor of Computer Science	2023
	<ul style="list-style-type: none">Cholistan University of Veterinary and Animal Sciences	
	Intermediate in Computer Science (ICS)	2021
	<ul style="list-style-type: none">Punjab Group of Colleges	

KEY SKILLS	<ul style="list-style-type: none">Experienced in SalesSocial Media ManagementOrganizational and time management skills.Corporate communications.	<ul style="list-style-type: none">Problem solving.Customer service.Attention to details.

LANGUAGES	<ul style="list-style-type: none">Urdu
	<ul style="list-style-type: none">English