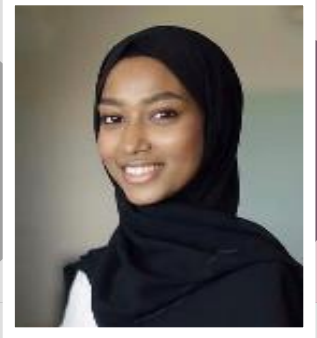


# FAHIMA ZAHIRUL HOQUE



## Experience

### Sep 2021 – Present

Social Media & Marketing Manager at Juffair Square.

- Manage all social media platforms of the company (Instagram, Facebook, TikTok) and keeping up with any new platform on the market as well as analyzing the trends and create suitable content as per brand niche.
- Creating, filming, and editing contents for social media alongside other marketing initiatives.
- Plan and create monthly content calendar for all platforms.
- Hiring Influencers and analyzing their efficiency based on analytics.
- Work closely with all tenants of the mall and provide them with marketing consultancy to improve their brand awareness.
- Efficiently manage brand website (Word Press) and keep it updated regularly.
- Organize promotions, events and other activities.
- Plan yearly budget and distributing efficiently in all quarters.

### Apr 2021 – August 2021

Marketing executive at Migrant Management Consultancy Services.

- Create Social media presence of the company from scratch.
- Plan and organize events.

### 2014–2018

Freelancer Staff Organizer at Just Party Event Organizer, Naveed's Event Organizer, Noah's Event Organizer & Gallure Ideas and Insights

### December 2020 – March 2021

Media Representative Bangladesh Society, Bahrain


### Sep 2018 – Feb 2021


Customer Service Executive at Al Hilal Medical Center, Manama


- Maintain a positive and friendly tone with customers at all times.
- Be able to manage large amounts of phone calls, chats, emails, and other communication channels and ensure customer satisfaction.
- Ensure customer satisfaction and maintain professional customer support.

To secure a challenging position in a reputable organization to expand my learnings, knowledge, and skills forming a responsible career opportunity to fully utilize my training and skills, while making a significant contribution to the success of the company.

## **Contact**

 Muharraq,  
Bahrain

 +973 3208 7703

 fahimah143@gmail.com

- Collect online customer feedback daily and provide them with a solution at the earliest.
- Manage LMRA medical.

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### Education

- Currently studying at University of Technology, Bahrain (*previously AMA*) for Degree on Bachelor of Science in International Business (BSIB)
- Completed SSC (2016) and HSC (2018) from Bangladesh School, Bahrain

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### Other Qualifications

- **Language spoken:** Bangla, English, Hindi, Urdu and basic Arabic.
- **Computer skills:** Proficient in MS Office, Skilled Typist (40 WPM), Certificate in Graphic Designing (Adobe Photoshop, Illustrator, InDesign, Canva), WordPress.
- **Professional Skills:** Communication, Event planning, Public Speaking, Social Media, Creativity, Leadership, Team Building, Content Creation, Budgeting, SEO, Customer Service.
- **Others:** Driving License

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### Personal Strength

Highly motivated and hardworking, with an ability to work efficiently in a team as well as independently and have a very pleasing personality with excellent written and verbal communication skills. Having high sense of commitment and dedication and do the job with a great sense of responsibility and always expect to make a possible contribution and prove myself as an asset to an organization. Strong customer service and interpersonal skills, Friendly nature and always open to discussion and new ideas and can integrate into any group and work.

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### References

[Available upon request.]