



## Syed Suliman

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📍 Al-Ain, UAE

🌐 United Kingdom

📅 10 Sep, 1994

👤 Single

## EDUCATION



### Mass Communication

United Arab Emirates University

📅 Sep 2012 - Dec 2017

📍 Al Ain/ UAE

Courses:

Photographic Course

Leadership Course

## PERSONAL SKILLS



Leadership 90%



Communication

100%



Self-motivation 100%



Decision Making

80%



## LANGUAGES



Arabic



English



## SUMMARY



Experienced **Business Operations** with a demonstrated history of working in the events services industry. Strong **media and communication**, professional skills, in **Customer Representative, TV production** and **mass communication-related**. Looking to bring my strong sense of dedication, motivation, and responsibility to the organization, and to utilize my skills qualifications obtained through **United Arab Emirates University**.

## WORK EXPERIENCE



### social media manager

Jan 2022 - Present -

Spring Water

📍 Al Ain/UAE

- 🕒 responsible for overseeing a company's interactions with the public by implementing social media platforms' content strategies.
- 🕒 analyzing engagement data, identifying trends in customer interactions and planning .digital campaigns to build community online
- 🕒 Designing and implementing social media strategy to align with business goals
- 🕒 Generate, edit and share engaging content daily (original text, photos, videos and news)
- 🕒 Collaborate with other teams, like marketing, sales and customer service to ensure brand consistency

### Customer representative

Feb 2021 - Dec 2021

Abu Dhabi Islamic Bank

📍 Al Ain/ UAE

- Assist customers professionally and responding to customer inquiries and complaints.
- Providing customers with the organization's service and product information.
- Processing forms, orders, and applications requested by the customers.
- Identifying, escalating priority issues and reporting to the high-level management.
- Following up on complicated customer calls where required.
- Obtaining and evaluating all relevant data to handle complaints and inquiries.
- Managing administration, communicating and coordinating with internal departments.

### Public Relation Manager

Feb 2018 - Feb 2020

Professional Treatment Center

📍 Al Ain/ UAE

- Planning, developing and implementing PR strategies
- Managing enquiries from media, individuals and other organizations
- Researching, writing and distributing press releases to targeted media
- Planning publicity strategies and campaigns
- Organising events including press conferences, exhibitions, open days and press tours
- Managing the PR aspect of a potential crisis situation
- Speaking publicly at interviews, press conferences and presentations

### Production Asisstant

Jan 2017 - Dec 2018

MBC Group

📍 Dubai, UAE

- Help prepare the set with lights, props, equipment etc.
- Assist costume designers, directors, camerapeople and other crew members.
- Plan and coordinate production engineering processes on a daily basis.
- Develop process improvements to effectively utilize equipment and materials.
- Establish safety procedures and environmental regulations for employees.
- Evaluate current production activities and make recommendations for improvements.
- Develop operating instructions and equipment specifications for production activities.

## TECHNICAL SKILLS



Microsoft Office

90%



CMS System

100%

