

Shoaib Ahmed

Nationality: Pakistani **Gender:** Male  **Phone number:** (+92) 3392028836  **Phone number:** (+92) 3335624812

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ABOUT ME

Accomplished Client Relationship Manager with extensive experience in the outsourcing and offshoring industries. Proven expertise in communication, customer relationship management (CRM), CRM software management, administration, and research, with a strong commitment to delivering exceptional customer satisfaction. Additionally, I bring over two and a half years of experience in recruiting international students for study abroad programs in the UK, USA and Canada. Holds a Bachelor's degree in Mass Communication/Media Studies from SZABIST University, Karachi.

WORK EXPERIENCE

Admission Executive

International Centre of Excellence [02/08/2024 – Current]

City: Islamabad | Country: Pakistan

- Manage the full admissions process for HND, International Year One, International Foundation Year, and PGCE programs.
- Maintain and update CRM systems, tracking leads and student progress through the admissions process.
- Act as the main contact for prospective students, providing guidance and responding to inquiries.
- Ensure student applications meet regulatory and institutional requirements, verifying academic qualifications.
- Assist in promoting programs through recruitment events, marketing materials, and digital outreach.
- Prepare reports on admission statistics, lead generation, and conversion rates for strategic optimization.
- Coordinate the onboarding process, providing necessary information on enrollment

Line Manager

Study Advisers UK [01/10/2022 – 28/05/2024]

City: Islamabad | Country: Pakistan

- Promote educational programs for the UK, Canada, and the USA to recruit international students.
- Oversee the entire admissions process for the UK, Canada, and the USA, ensuring smooth and timely processing.
- Provide counseling and guidance to prospective students interested in studying in the UK, Canada, and the USA.
- Keep accurate and up-to-date records for all students applying to the UK, Canada, and the USA.
- Lead the team in developing and executing marketing strategies to attract students for UK, Canada, and USA programs.
- Establish and maintain relationships with local universities to facilitate student admissions to the UK, Canada, and the USA.
- Help prepare students for visa interviews with embassies, focusing on the USA, Canada, and the UK.
- Complete visa applications and provide support for students applying to study in the UK, Canada, and the USA.

Administrative assistant

The Educators [08/2021 – 07/2022]

City: Karachi | Country: Pakistan

- Handle daily office activities, including answering phones, managing emails, and scheduling appointments.
- Prepare and maintain school correspondence, newsletters, and reports.
- Organize meetings, events, and conferences, including coordinating venues and materials.
- Assist in the preparation of school-related documents and presentations.

Student Counsellor - Internship

SI-UK [01/04/2021 – 29/10/2021]

City: Karachi | Country: Pakistan

- Assess student qualifications and recommend suitable degree programs.
- Submit applications to appropriate universities in the UK on behalf of students.
- Provide guidance on admissions, university selection, and visa procedures for students.

Junior Editor & Content Writer

Spotlight Pakistan Magazine [01/03/2020 – 28/02/2021]

City: Karachi | Country: Pakistan

- Write and edit content for various platforms, ensuring accuracy, clarity, and engagement.
- Conduct thorough research to produce well-informed and high-quality articles.
- Collaborate with the content team to develop creative ideas and strategies.
- Edit and proofread content for grammar, style, tone, and consistency.
- Ensure all content aligns with brand guidelines and objectives.
- Manage multiple writing assignments and meet deadlines efficiently.
- Adapt writing style to suit different topics, audiences, and formats.

EDUCATION AND TRAINING

Bachelors in Media Science

SZABIST University [08/2018 – 11/2022]

City: Karachi | Country: Pakistan | Level in EQF: EQF level 6

A Levels

British Council Pakistan [02/2016 – 08/2018]

City: Karachi | Country: Pakistan | Level in EQF: EQF level 3

O Levels

Beaconhouse School System [02/2014 – 08/2015]

City: Karachi | Country: Pakistan

LANGUAGE SKILLS

Mother tongue(s): Urdu | Pashto

Other language(s):

Punjabi; Punjabi

LISTENING C2 READING B2 WRITING A2

SPOKEN PRODUCTION B2 SPOKEN INTERACTION B1

English

LISTENING C2 READING C2 WRITING C1

SPOKEN PRODUCTION C1 SPOKEN INTERACTION C1

Levels: A1 and A2: Basic user; B1 and B2: Independent user; C1 and C2: Proficient user

DIGITAL SKILLS

Google Drive / Microsoft Excel / Microsoft word / CRM Software / Social Media Management / Virtual Collaboration Tools

COMMUNICATION AND INTERPERSONAL SKILLS

Verbal Communication

Strong ability to express ideas clearly and concisely in both one-on-one and group settings.

Written Communication

Proficient in writing emails, reports, and other documents with clarity and professionalism.

Team Collaboration

Effective at working in team environments, building positive relationships with colleagues, and contributing to group goals.

Negotiation

Ability to influence and negotiate to achieve win-win solutions, both with clients and team members.

Customer Service

Strong interpersonal skills in addressing customer concerns and providing effective solutions.

Networking

Building and maintaining professional relationships that contribute to business or career growth.

HONOURS AND AWARDS

[25/12/2023] British Council

UK Agent & Counsellor

Certified as a UK Agent & Counsellor, specializing in advising students on educational opportunities in the United Kingdom. This certification demonstrates expertise in guiding students through the entire process of applying to UK institutions, including university selection, course recommendations, application procedures, visa guidance, and pre-departure support. Skilled in providing personalized advice, ensuring that students make informed decisions about their study choices, and helping them navigate the UK's educational system effectively.

[09/11/2023] ApplyBoard Ltd

USA Counselor

Certified as a USA Counselor through ApplyBoard, with specialized knowledge in advising students on studying in the United States. This certification demonstrates expertise in the US higher education system, including university selection, application processes, visa guidance, and scholarship opportunities. Skilled in helping students understand and navigate the complexities of applying to US institutions and ensuring they meet the necessary requirements for a successful academic journey in the USA.