

# Shukran Ali

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## Professional Summary

Energetic Media and Communication graduate (Jan 2026) with 2+ years of experience in customer service, HR support, and administrative coordination. Proven ability to lead teams, manage operations, and create impactful content. Skilled in client relations, content creation, and digital communication. Proficient in Microsoft Office, Canva, CapCut, and Adobe Illustrator. Seeking opportunities in Dubai or Saudi Arabia to contribute to innovative projects and develop leadership potential.

## Key Skills

- Leadership & Team Management
- Customer Communication & Client Relations
- HR & Administrative Coordination
- Project Management & Operations Efficiency
- Content Creation, Videography & Photography
- Microsoft Office (Word, Excel, PowerPoint)
- Canva, CapCut & Adobe Illustrator
- Time Management & Problem-Solving

## Professional Experience

### Neyeum Technology – POB Agent

April 2025 – Present

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- Managed *real-time passenger onboarding*, scheduling, and client communication.
- Handled customer inquiries professionally to ensure smooth operations.
- Maintained accurate records and provided timely updates to the operations team.

### Sysmatics – Team Lead (Doctor Chase Department)

2023 – March 2025

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- Led a team of 8 professionals, coordinating with medical staff and clients.
- Trained new employees and improved response efficiency by 20%.
- Managed documentation and ensured communication accuracy under pressure.

### Radio Pakistan, Rawalpindi – intern

June 2022 – August 2022

- Assisted in content creation and production for radio programs.
- Supported live recordings and broadcasts.
- Researched and scripting segments under creation using Canva & Adobe Illustrator

## Education

### Bachelor's in Media and Communication – National University of Modern Languages (NUML). Completed Jan 2026

Final Year Project: Short Film "Yad Ka Rags"

### Intermediate in Computer Science (ICS) – Askari College, 2019 – 2021

### Matriculation – Shining Star School, 2016 – 2018

## Achievements

- Successfully directed and produced FYP **short film "Yad Ka Rags"**
- Improved team efficiency by 20% as **Team Lead at Sysmatics**
- Recognized for professionalism and problem-solving in client ta adobe illustrator
- Strong teamwork and leadership abilities