



## Rida Naeem

**Nationality:** Canadian | **Gender:** Female | **Phone number:**

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**Address:** Sigmund-bergmannstr.26 26, 13587, Berlin, Germany (Home)

### ● ABOUT ME

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Dynamic and results-oriented professional with a background in sales and marketing, seeking to leverage my customer service skills and experience to excel as a Customer Service Representative. I have the willingness to learn and to excel my growth in the fast-paced business world.

### ● WORK EXPERIENCE

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01/07/2022 – 30/12/2022 Lahore, Pakistan

#### **JUNIOR PROJECT MANAGER VOLVO**

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- Conducted comprehensive market research and competitor analysis to identify new growth opportunities.
- Collaborated with senior project managers to develop and execute strategic marketing and sales initiatives.
- Identified risks and implemented strategies.
- Streamlined project coordination and facilitated effective communication among team members and stakeholders, ensuring seamless execution of key milestones and timely delivery of projects.
- Actively contributed to the successful completion of projects by assisting in project coordination and effective communication.
- Helped in scheduling company meetings and organizing events.
- Implemented principles of marketing in projects.

15/01/2022 – 30/05/2022 Lahore, Pakistan

#### **CUSTOMER SERVICE INTERN VOLVO GROUP**

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- Assisted customers via telephone and email, addressing inquiries, resolving issues, and providing product information.
- Received and processed customer orders accurately and efficiently, maintaining a high level of customer satisfaction.
- Collaborated with team members to streamline processes and improve overall efficiency in customer service operations.

### ● EDUCATION AND TRAINING

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01/08/2018 – 01/01/2022

#### **BACHELOR OF BUSINESS ADMINISTRATION** University of Wollongong Australia

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**Field of study** Marketing | **Final grade** 3.85 / 4.00

### ● LANGUAGE SKILLS

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Mother tongue(s): **ENGLISH- C2**

Other language(s): **GERMAN- A2**

### ● DIGITAL SKILLS

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Microsoft Office Suite | Social Media | CRM Software | Saas

## ● **ADDITIONAL INFORMATION**

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### **COMMUNICATION AND INTERPERSONAL SKILLS**

**Communication Skills** -Excellent communication skills in English (C2-level).

**Customer oriented** -Strong customer service orientation with a focus on problem-solving and customer satisfaction

**Tech savvy** Commercial and technical affinity regarding internet and phone-related technologies.

**Independent** Ability to work independently and take initiative in a fast-paced environment.

**Empathy** Empathetic and socially competent personality with a passion for building relationships.

### **HONOURS AND AWARDS**

01/01/2022

**Distinction – University of Wollongong** Award for Academic Excellence.

### **CERTIFICATIONS**

**The Fundamentals of Digital Marketing (Certificate ID: N6U M4F 3PB)**

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- The course was based on SEO, SEM, digital optimization, and social media marketing.

**Basic of Saas Business ( Certificate code: 4288628)**

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