

MUHAMMAD ZEESHAN

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● ABOUT ME

I am applying as a fresh, young individual and want to use my skills for the betterment of organization.

● WORK EXPERIENCE

10-02-2024 - CURRENT Islamabad, Pakistan

HEAD OF TOURISM DEPARTMENT Al Muqarab Holidays Travel & Tours, Rawalpindi, Pakistan

- Manage end-to-end visa and travel services for the **USA, UK, Canada, New Zealand, Turkey, Azerbaijan, Thailand, and other countries.**
- Prepare and submit visa applications accurately through official portals.
- Review client documents to ensure compliance with visa requirements.
- Manage visa fees, appointments, biometrics, and interview scheduling.
- Provide clients with professional guidance and timely application updates.
- Maintain accurate records and follow up on pending applications.
- Stay updated with visa policies and immigration requirements.
- Ensure efficient, accurate, and professional visa processing operations.

2024 – 2026 Islamabad, Pakistan

GRAPHIC DESIGNER & VIDEO EDITOR Al Muqarab, Horizon, Royal Meridien Hotel & Kola Kings Restaurant (Sydney – Remote), Pakistan

- Created graphic design materials for Al Muqarab Holidays, Horizon, and Royal Meridien Hotel, including promotional, marketing, and branding visuals, using Canva Pro.
- Worked remotely with Kola Kings Restaurant, a Sydney-based restaurant brand, producing promotional and marketing visuals for their digital platforms.
- Collaborated with each client to maintain consistent branding across websites, social media, and marketing materials.
- Edited promotional and marketing videos for Al Muqarab Holidays using CapCut Pro, supporting tour packages and destination campaigns.
- Produced social-media-ready video content to support branding and marketing initiatives.

2023 – 2024 Islamabad, Pakistan

CUSTOMER RELATIONS OFFICER Abacus Consulting (JS Bank Helpline), I-9/3 Islamabad, Pakistan

- Handled customer inquiries, requests, and complaints through the JS Bank helpline, ensuring professional and timely assistance.
- Provided accurate information and effective solutions in accordance with established policies and procedures.
- Maintained detailed and accurate records of customer interactions and service requests.
- Escalated complex issues to the relevant departments for timely resolution and follow-up.
- Ensured a high standard of customer service while maintaining professionalism and customer satisfaction.

2021 - CURRENT Islamabad, Pakistan

WEB DEVELOPER Freelance / Zee Aspire, Islamabad, Pakistan

- Designed and developed responsive, SEO-friendly websites using WordPress, HTML, CSS, JavaScript, PHP, MySQL, Bootstrap, and jQuery.
- Delivered full-cycle web projects for clients across the travel, hospitality, retail, and manufacturing industries.
- Provided graphic design and video editing support for client branding and marketing needs.

● **EDUCATION AND TRAINING**

2026 CURRENT Islamabad, Pakistan
BACHELOR'S IN INFORMATION TECHNOLOGY (BS IT) AIOU Islamabad, Pakistan

2020 – 2021 Abbottabad, Pakistan
INTERMEDIATE CERTIFICATE (PRE ENGG) BISE Abbottabad, Pakistan

2019 – 2020 Abbottabad, Pakistan
SECONDARY SCHOOL CERTIFICATE (SCIENCE) BISE Abbottabad, Pakistan

● **CERTIFICATIONS**

2018 Abbottabad, Pakistan
MS OFFICE Rose Group of Colleges, Lora, Abbottabad, Pakistan

2023 Abbottabad, Pakistan
WEB DEVELOPMENT Ehunur.org (Virtual), Pakistan

● **SELECTED WEB DEVELOPMENT PROJECTS**

- **Al Muqarab Holidays** — almuqarabholidays.com (*Travel & Tourism*)
- **AM Global Travels** — amglobaltravels.com (*Travel & Tourism*)
- **Royal Meridien Hotel Baku** — royalmeridienbaku.com (*Hospitality*)
- **The Gill Enterprises** — Elastic Manufacturing Factory Store (*Manufacturing & Retail*)
- **Velorno Shoes** — velornoshoes.com (*UK-based Handmade Leather Shoes & E-commerce*)
- **Jobz Founder** — jobzfounder.com (*Employment & Job Portal*)
- **Several other websites** across various industries.

● **LANGUAGE SKILLS**

Mother tongue(s): **URDU, PUNJABI**

Other language(s):

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken production	Spoken interaction	
ENGLISH	C2	C2	C1	C1	C2

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

● **DIGITAL SKILLS**

MS Word | Power Point | MS Excel | Email Writting | Web Development

● **COMMUNICATION AND INTERPERSONAL SKILLS**

Communication And Interpersonal Skills

Communication, Team collaboration, Client relations, Presentation skills