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# Adil Khan

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## Summary

Dynamic and results-oriented Chairperson of Marketing with a proven track record of driving strategic initiatives and delivering impactful marketing campaigns. Adept at leading cross-functional teams to achieve business objectives and enhance brand presence. Skilled in market analysis, trend identification, and implementing innovative marketing strategies to optimize performance and increase market share. Possessing excellent communication and interpersonal skills, with a passion for fostering collaboration and cultivating strong client relationships. Committed to staying ahead of industry trends and leveraging emerging technologies to drive continuous improvement and sustainable growth.

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## Skills

- Adaptability
- Collaboration
- Communication
- Critical Thinking
- Problem-Solving
- Data Analysis
- Data Visualization
- Domain Knowledge
- Requirements Gathering
- Business Process Modeling

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## Experience

**BUSINESS ANALYST** | 08/2022 - Current

**Waterfield Technologies**

- Analyze complex data for strategic insights and operational improvements.
- Collaborate with stakeholders to define project objectives and align business needs with technical solutions.
- Streamline processes through data modeling and workflow analysis.
- Bridge communication gaps between technical and non-technical teams.
- Monitor KPIs to optimize performance and achieve business goals.

**CHAIRPERSON OF MARKETING** | 02/2022 - Current

**Islamic Center of Frisco - Frisco TX**

- Develop comprehensive marketing strategies: Lead the creation of strategies aligning with company goals across online and offline channels.
- Collaborate cross-functionally: Work closely with sales, product development, and finance to integrate marketing initiatives.
- Analyze market trends: Monitor trends and consumer behavior to adapt strategies and stay competitive.
- Oversee brand management: Ensure consistency across all channels to build brand awareness and loyalty.

**CUSTOMER SERVICE** | 09/2021 - 08/2022

**ADT Security Services - Irving, TX, USA**

- Provide prompt assistance: Ensure customers receive timely responses and support to their inquiries or issues, enhancing satisfaction and loyalty.
- Foster a positive attitude: Encourage a customer-centric approach among staff, focusing on empathy, patience, and understanding to create a pleasant experience for customers.

- Solicit and act on feedback: Regularly gather feedback from customers to identify areas for improvement and implement changes to enhance the overall service experience

#### **INFORMATION TECHNOLOGY ASSISTANT | 11/2019 - 05/2021**

##### **William Paterson University - Wayne, NJ, USA**

- Offers technical support for hardware and software issues.
- Assists in setup, maintenance, and troubleshooting of tech tools.
- Researches new technologies for efficiency and problem-solving.
- Collaborates with IT for smooth infrastructure operation.
- Provides user training on technology usage.

#### **INTERN | 01/2021 - 04/2021**

##### **Long Shot Productions**

- Gain practical experience
- Expand professional network
- Explore career paths
- Learn from experts
- Enhance resume

#### **CUSTOMER SERVICE ASSOCIATE | 07/2016 - 08/2019**

##### **Wawa Inc**

- Deliver exceptional customer service through active listening and prompt issue resolution.
- Utilize strong communication skills across multiple channels to assist customers professionally.
- Demonstrate product knowledge to handle inquiries and troubleshoot effectively.

#### **STUDENT TECHNICIAN | 05/2013 - 06/2016**

##### **Lawrence Township Public Schools**

- Assisting students and staff with technology issues.
- Ensuring equipment functionality.
- Providing software and tech tool tutorials.
- Tracking equipment and supplies.

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## **Education and Training**

##### **William Paterson University - Wayne, NJ | Bachelor Of Arts In Communication Concentration Media Production**

05/2021

GPA: 3.6

##### **Mercer County Community College - Windsor, NJ | Associate In Science**

College Of Communication, 05/2019

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## **Websites, Portfolios, Profiles**

- [linkedin.com/in/adil-khan-b57046171](https://www.linkedin.com/in/adil-khan-b57046171)

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## **Certifications**

Cyara Systems, 05/2023, Present