



# KAINUSH SURTY

CLIENT RELATIONSHIP MANAGEMENT | PROJECT MANAGEMENT | RESEARCH & ANALYSIS    DUBAI, UNITED ARAB EMIRATES    +971 56 4617301

## ◦ DETAILS ◦

Dubai, United Arab Emirates  
+971 56 4617301  
[kainushsurt@gmail.com](mailto:kainushsurt@gmail.com)

Date of birth  
10/03/1995

## ◦ LINKS ◦

[LinkedIn](#)

## ◦ SKILLS ◦

Critical Thinking & Decision Making

Client Relationship Management

Leadership & Teamwork

Conflict Resolution

Communication

Risk Management

IT Project Management

Competitive Analysis Research

Quality Analysis

Microsoft Office

CMS Functionality & Data Entry

Chatbot & Analytics Frameworks

Content Curation & Proof Reading

## ◦ LANGUAGES ◦

English

Hindi

## ◦ HOBBIES ◦

Hairdressing, Reading, Writing &  
Traveling



## PROFILE

Client relationship & project manager with 5 years of experience ranging across industries such as events, beauty, advertising & technology. My experience includes working with clients in a high-paced environment to understand their requirements & recommend solutions, manage multiple products under the account & focus on growing the account. Working with multiple vendors & teams closely to deliver timely results has been key to my role. My strengths are versatility, good communication, planning, team management & coordination. I am looking for an opportunity to learn & grow.



## EMPLOYMENT HISTORY

### Account & Project Manager at Blue Logic Digital, Dubai

October 2017 — Present

Working full-time with Blue Logic leads me to work across multiple roles in parallel where responsibilities include:

- Project Management & Coordination
- Client Relationship & Account Management
- Conversation & User Journey Design
- Business Analysis & Research
- Client Training Sessions
- Quality Management

### Account Manager at The Big Idea Advertising, Dubai

May 2016 — July 2017

The first 3 months included an internship as a content writer post which I was employed full-time as an account manager, my responsibilities involved:

- Account Management
- Strategy & Planning
- Community Management
- Social Media Planning & Management
- Content Writing
- Quality Assurance & Delivery

### Promoter at Photobooth, Dubai

October 2016 — June 2017

Working as a part-time employee with Photobooth required me to carry out the following responsibilities:

- Pre-Event Setup
- Event Organizing
- Client Communication
- Product Promotion

### Promoter at Vibes Events, Dubai

October 2014 — March 2016

Working with vibes was part-time alongside university - the profile required me to work across different roles that included:

- Event Host
- Promoter
- Usher

#### **Hairdresser & Assistant Salon Manager at Juice Salon, Pune**

March 2013 — August 2014

The role at Juice Salon included working as a hairdresser full-time, I also took on the role of an assistant salon manager. The role included:

- Staff Onboarding & Training
- Administering Compensation Benefits
- Performance Reviews
- Operations
- Client Communication



## **EDUCATION**

#### **MBA - Strategic Leadership & Management, Cardiff Metropolitan University & Westford University, Dubai**

September 2019 — Present

Masters in Leadership & Strategic Management

#### **B.Sc. Psychology with Management , Heriot Watt University, Dubai**

September 2014 — November 2016

Bachelors of Science in Psychology & Management.

#### **Grade 12, Bishop's School, Pune**

June 2011 — February 2013

Grade 12 - Arts

#### **Grade 10, St. Mary's School, Pune**

February 2020 — February 2020

#### **Foundation Hairdressing, BBlunt School of Hairdressing, Pune**

July 2012 — December 2013

Hairdressing Foundation & Hair Science



## **COURSES**

#### **Certificate of Project Management, University of California**

June 2019 — July 2019

#### **Managing Project Risks & Changes, University of California**

July 2019 — August 2019



## **REFERENCES**

- References available upon request



## **Personal Interests**

- Event organizing
- Attending courses, classes or workshops
- Volunteer work & community involvement