MUNEERAH MUHAMMAD THALITH

Customer Support | Community Support | Onboarding

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PROFESSIONAL SUMMARY

Customer-focused digital marketing and community professional, active since December 2023, experienced in responding to questions, explaining digital products and helping online learners take their next steps. I bring patient written communication, attentive follow-up and a clear, practical approach to member support.

PLATFORM EXPERIENCE

Digital marketing & affiliate projects | Started 3 Dec 2023

LearnerFlex — Jun 2025 - May 2026
Affiliate campaigns & customer engagement

Selar — Jan 2025 - Jun 2025
Digital-product marketing

ZenithStake — Dec 2024 - May 2025
Affiliate & audience marketing

Digitstem — Jan 2024 - Nov 2024
Digital marketing & outreach

CAMPAIGN ACHIEVEMENTS

- Explained educational product offers, guided interested customers and followed up on questions.
- Supported affiliate campaigns that earned LearnerFlex No. 1 ranking in March 2026 with 600+ sales.

COMMUNITY & CUSTOMER SUPPORT

- Supported Telegram and WhatsApp audiences, including a 2,175-member group and 2,251-subscriber channel.
- Welcomed learners, communicated announcements and addressed everyday member enquiries.

AWARDS & RECOGNITION

LearnerFlex Top Affiliate — March 2026 (#1; 600+ sales). Sales Challenge Runner-up — January–April 2026 (#2; 1,458 sales).

CORE SKILLS

Customer communication • Written support • Onboarding • Troubleshooting guidance

Telegram & WhatsApp • Member assistance • Follow-up • Product education