

MUKTI MISTRY

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Highly organised and detail-oriented professional with over four years of experience in customs compliance, administration, auditing, customer service and social media management. Currently pursuing a Master of Research (MRes) in Digital Management while managing social media accounts for local businesses and conducting compliance audits for ServeLegal. Experienced in creating digital marketing materials including posters, event promotions, social media campaigns, reels, advertisements and branded content using Canva, CapCut and AI-powered content creation tools. Possesses strong written communication, research and drafting skills developed through a BBALLB, LLM and professional compliance experience. Confident communicator with excellent organisational skills and attention to detail.

WORK EXPERIENCE

Chaat&Chill **01/2026 – Present**
Social Media Manager (Part-Time) **Peterborough**

- Manage and maintain Instagram and Facebook business accounts.
- Design and publish promotional posters, event advertisements, seasonal offers and campaign content using Canva and AI-assisted design tools.
- Create engaging content including posts, stories, reels and promotional videos.
- Plan and schedule content to maintain a consistent online presence and increase customer engagement.
- Support the promotion of special events, seasonal offers and restaurant campaigns.
- Monitor customer interactions and respond professionally to enquiries and messages.
- Collaborate with management to develop marketing strategies and promotional campaigns.

ServeLegal **12/2025 – Present**
Auditor

- Conduct independent compliance audits across retail businesses.
- Assess adherence to company procedures, operational standards, and regulatory requirements.
- Produce accurate audit reports and maintain detailed records.
- Demonstrate excellent attention to detail and professional judgement.
- Communicate findings clearly and professionally.

Covenant **04/2021 – 07/2025**
Customs Compliance and Administration Associate

- Managed customs compliance processes and documentation for import and export operations.
- Ensured compliance with customs regulations, trade requirements, and company procedures.
- Prepare, review, and maintain accurate customs declarations and shipping documentation.
- Liaised with clients, logistics providers, customs authorities and internal stakeholders.
- Maintained detailed records and supported day-to-day administrative activities.
- Produced reports, correspondence and compliance documentation requiring excellent written communication.

EDUCATION

Master of Research (MRes) Digital Management **01/2027**
University of Hertfordshire

Master of Laws (LLM) **Baroda, India**
The Maharaja Sayajirao University of Baroda

Bachelor of Business Administration and Law (BBALLB)

Navrachana University

India

SKILLS

CORESKILLS: Administration&Organisation, AI Content Creation, Canva, Compliance&Auditing, Content Planning&Scheduling, Customer Engagement, Digital Content Creation, In-shot&VN, Report Writing, Research&Analysis, Social Media Management, Written Communication&Drafting