**Monzer**

[**Monzer.338724@2freemail.com**](mailto:Monzer.338724@2freemail.com)

**PROFILE:**

A skilled administrator, qualified in international Business and Business Administration. A highly motivated, ambitious and enthusiastic person, who enjoys challenges. Confident in business related matters including specific strategic management, Human Resources, communication skills and marketing management. Able to work with people from diverse backgrounds and cultures. Currently looking for a sales position in a business environment where existing skills and knowledge can be enhanced for professional growth.

**KEY SKILL AND COMPETENCIES:**

* Excellent interpersonal and customer service skills
* Excellent analytical skills, with a good reasoning ability
* Problem solving skills, use own initiative and work independently
* Business Presentation Skills ,Customer Relationship Management
* Competent IT skills (World, Excel, Power Point and Outlook)
* Languages: English, French and Arabic

**PROFESSIONAL CAREER:**

**Sales Executive, Stone Yard Ltd, London** July till present

* Researching the market and related products
* Involved in developing sales & pricing strategies
* Dealing with customer enquiries face to face, over the phone or via email
* Liaising with customers & the dealer network to answer and resolve their queries

**Lettings Negotiator, Concept Estate Agents, London** May - July 2016 (Internship)

* Conducting viewings and letting properties
* Meeting and greeting clients visiting the offices
* Providing applicants and landlord with regular feedback
* Managing and maintaining an accurate applicant database

**Junior Letting property, RE/MAX Exclusive, London** January -Mars 2016 (Internship)

* Accompanied viewings with prospective tenant
* Registering enquiries and arranging appointment
* Dealing with telephone and email enquiries from prospective tenants
* Preparing tenancy agreements and inventories, checking tenants references

**Stockbrokers**, **JNF Capital, Canary Wharf** 2014-2015 (Internship)

* Setting up clients accounts and managing their portfolios
* Identifying financial market movements and predictions for the day/week
* Explaining the company services fully to customers in both English and Arabic
* Comprehensive knowledge of a CMC trading platform, Indices and Commodities

**Administration, Pearl Linguistics, City of London** 2013-2014 (Internship)

* Greeting visitors to the office in a professional and friendly manner
* Accurately recording and updating information into computer databases
* Answering the phone and forwarding callers on the relevant staff and taking messages
* Assisting Recruitment Manager in finding the right interpreter for a specific interpreting

**Customer service and Sales**, **ESH LTD, Harrods** 2010 - 2011

* Serving customers
* Keeping accurate records of suppliers, buyers
* Recording accurate measurements and calculations
* Managing and supervising staff and training new staff

**Receptionist**, **NOURA Restaurant, Brasserie & Bar, London** 2005 - 2009

* Preparing bills, dealing with payments and operating cash till
* Answering the telephone and dealing with enquiries promptly
* Motivating and supporting team especially during busy periods
* Ensuring all relevant paperwork is filed and payments are made on time

**QUALIFICATIONS:**

* **MBA** International Business, [University of Gloucestershire](http://www.google.co.uk/url?sa=t&rct=j&q=&esrc=s&frm=1&source=web&cd=1&cad=rja&uact=8&sqi=2&ved=0CCEQFjAA&url=http%3A%2F%2Fwww.glos.ac.uk%2F&ei=Gu11VPnHL8flsASJwoLwAg&usg=AFQjCNE1n71efR6sSQuqZ4KfPtXYCdHHfA&bvm=bv.80642063,d.ZGU) 2013-2015
* **BA** Business Administration, Cardiff Metropolitan University 2011-2013
* **ECDL** certificate in IT, The Chartered Institute, London 2013
* Communications and conflict Management, National open college 2008-2009
* **Baccalaureate** Business and Economics (A level), Middle East 2001-2004

**Interest:** In my spare time, I enjoy listening to music, reading books and travelling

**REFERENCES**: Available on request