|  |
| --- |
| Dear Sir/Madam; I wish to submit my curriculum vitae in hope that you may find me suitable candidate in the event of any vacancies needed in your company. I seek a challenging position where I may utilize my skills to prove that I would be a desirable asset to your organization. I feel my work experience has allowed for the development of confidence, leadership and team participation and I would like to become part of your team. I am confident in my ability to make a positive contribution to your organization. Please find my attached Curriculum Vitae which will provide you with specific details regarding my personal background and educational qualifications. I would greatly appreciate the opportunity of an interview as I am certain that a face to face meeting would fully reveal my positive attitude and ability to meet your expectations. I can be reached through my contact details mentioned on my curriculum vitae.Thank you for your time and kind consideration. I’m looking forward to be of service to you.AminAmin.364375@2freemail.com  |
| **Affiliation:****Date of birth:** August 16, 1985 in Tunisia**Marital status:** Married**Nationality:** Tunisian**Visa status:** Employment / Residence Visa**Driving license:** UAE driving licence**Multilingual:**Arabic (Native speaker), French (excellent), English (excellent) |

**Career Objective:**

To be able to look for a job where my interests and knowledge will suit my personality as an individual which entails self-growth and maturity within the institution that I am with.

**Education:**

*January 2004 to January 2005***Diploma of English Course,** Oscar Cultural Institute, Dubai, UAE

*January 2004 to January 2005***Diploma of Computing techniques,** Oscar Cultural Institute, Dubai, UAE

*September 2000 to June 2003* **Bachelor Degree in Literature and Languages,**MateurHigh School, Mateur, Tunisia

*September 1997 to June 1999***Diploma of basic studies,**Mateur Secondary School, Mateur, Tunisia

*September 1991 to June 1996***Student,**Mateur Primary school, Mateur, Tunisia

**Additional Diploma**

*1 April 2009* **Diploma,** How to sell real estate during the crises

*22 August 2009* **Diploma,**Real estate certified practitioner’s training

*4 July 2012* **Diploma,** Communications to serve

*25 and 26 may 2013* **Diploma,** Negotiation and influencing skills program

*5 June 2013* **Diploma,**Continuous education for real estate brokers phase 2

*10 and 11 June 2014* **Diploma,**Professional selling skills training

*10 To 13 February 2015* **Diploma,** Interpersonal skills program

*1 march 2015* **Diploma,** Certified renewal examination for real estate brokers

*4 and 5 October 2015* **Diploma,** Management skills program

# Work Experiences:

### **Senior** [**Property Consultant**](https://ae.linkedin.com/jobs/property-consultant-jobs)Description: cid:image004.jpg@01CC1623.F3C85280

**Real Choice Real Estate**

**Grosvenor Tower, Sheikh Zayed Road Dubai, UAE**

***April 2014 Up to Present***

***Skills:***

* Proven Leader and results-driven manager with demonstrated effectiveness in managing people, systems resources and finances while meeting goals and achieving success in sales and marketing including market research, planning, advertising, promotion and sales management.
* Strong motivator/ team player with effective personal presence and exceptional ability to understand human interactions, facilitate teamwork, build rapport, manage conflict, and teach, coach, Counsel.
* Creative visionary with ability to think outside the box.
* Innovative problem-solver and detail-oriented, analytical organizer who can identify problems, research solutions, make effective decisions and enforce policies.

***Main tasks:***

* Property Management.
* Handle repairs and maintenance.
* Prepare accurate sales agreements within critical timelines and write emails to owners.
* Liaise with landlords and tenants to ensure services are delivered as per contract.
* Provide general assistance to the Senior Property Manager.
* Manage the data base and reports.
* Train and induct new junior staff members.
* Handle and resolving telephone enquiries.
* Coordinate with sales representatives to schedule home showings.
* Act as an intermediary in negotiations between buyers and sellers, generally representing one or the other.
* Accompany buyers during visits to and inspections of property, advising them on the suitability and value of the homes they are visiting.
* Arrange meetings between buyers and sellers when details of transactions need to be negotiated.
* Review plans for new construction with clients, enumerating and recommending available options and features.

**Application Support Executive**

**Emaratech**

**JLT, Dubai, UAE**

***May 2011 to february 2014***

* Customer Service & Operations and Application Support Executive.
* Provide the quick and accurate solutions to the customer’s problems. Meet all follow up commitments made with clients.
* Represent Microsoft and communicate with customers via telephone, written correspondence, electronic service in a timely manner according to the service level agreement.
* Manage the healthy progress of service requests.
* Collaborate on cross-team and cross-product technical issues by working with resources from other groups as needed to resolve customer issues.
* Effectively manage relationships with customers, Technical Account Managers and other internal MS resources, while.
* Ensuring high customer satisfaction of the overall service experiences.
* Compliance with the service operation processes for execution excellence.
* Provide customers with information relating to our Company, delivery capabilities, product pricing, and payment options.
* Be available to perform main functions by being logged into the relevant call center queues within agreed times, Transfer customer calls accurately to appropriate department if unable to assist.
* Provide Technical assistance, Provide accurate Technical and product information.
* Provide run-on and / or alternative products on discontinued articles and products with extended lead times.
* Assist with local sourcing of products, when and if necessary, according to the company policy.

#

### **H&M**

**Supervisor**

**Mall of Emirates, Dubai, UAE**

***October 2009 to March 2011***

* Develop business strategies to raise our customers’ pool, expand store traffic and optimize profitability.
* Meet sales goals by training, motivating, mentoring and providing feedback to sales staff
* Ensure high levels of customer’s satisfaction through excellent service.
* Complete store administration and ensure compliance with policies and procedures.
* Maintain outstanding store condition and visual merchandising standards.
* Report on buying trends, customer needs, profits…
* Propose innovative ideas to increase market share.
* Conduct personnel performance appraisals to assess training needs and build career paths.
* Deal with all issues that arise from staff or customers (complaints, grievances…)
* Be a shining example of well behavior and high performance.

#

### **Sales executive**

**Sixt rent a car**

**Airport terminal 1,Dubai, UAE**

***August 2007 to September 2009***

* Explaining vehicle features, Controls, accessories and benefits to customers.
* Conducting Daily and weekly sales meetings with showroom sales staff.
* Ensuring that accurate customer data is kept in administrative databases.
* Finding out customer’s vehicle needs through talking to them.
* Arranging for vehicles to be delivered to customers on time.
* Developing and coordinating best practice for the most efficient and effective sales approach.
* Maximize incremental sales, walk up volume, yield, fuel service and recharge through understanding of sales and product knowledge and differentiation.
* Ensure clean vehicles, a fully ready line with proper car mix and sound specialty car management.

### **Supervisor**

**Adidas**

**Dubai Mall, Dubai, UAE**

***December 2004 to July 2007***

* Provides 100% customer service.
* Presents our products to the customer.
* Provides appropriate action to different kinds of problems arising from the shop.
* Acts as Cashier and merchandiser and make sure that the standards of the company are always met.
* Arrange stock room for newly arrived stocks.
* Coordinates with the manager regarding our show window display (every 1 week).
* Most of the time serve as the cashier for the whole shop and manages correct and accurate till handling.
* Provides Smile to the customer always.