I’m a highly motivated and hardworking individual with experience in areas such as real-estate sales, customer service, and administration. I’m now looking for better opportunities and greater challenges. My ambition is to progress through hard work and integrity and I aspire to use my skills and leverage my experience for the maximum benefit of my employer.

|  |  |
| --- | --- |
| * Customer Service * Marketing & Sales * Office Administration * Computer literate. | * Problem solving * Tech savvy * Good communicator * High achiever |

Professional Experience

Burj Khalifa (Emaar) | Dubai, UAE Sep 2015 – Aug 2016

Concierge Team Leader

Ensuring concierge operation is run smoothly by overlooking the day-to-day tasks of the shift, including the ongoing projects, customer complains/concerns and identifying upcoming challenges and providing solutions and ideas to improve operations.

* Supervising and responsible for all the Concierge Desk/activities and lobby presence.
* To make sure that all the queries and concerns from the residents and internal department are responded in timely manner.
* To assist the management when required with reports, surveys, constructive feedback in relation to customer care, and assisting in closure of customer issues that are escalated to higher management.
* Indicate the root and cause of the problems and provide solutions to each.
* Identify the need of the department and areas for improving by obtaining feedback from team members and residents/customers in order to achieve excellent customer service.
* Identify the needs of the department and areas for improvement, and ensure that all members of the team are well motivated and developed to increase their effectiveness and commitment in accomplishing exceptionally challenging goals.
* Allocate daily duties to the team as per their strength and weaknesses to complete tasks, but not limit to, at the same time provide training and quiz to ensure personal growth and progress.
* Training new members of the team.
* Ensure that standard operational procedures are applied and accurate information is provided to the residents and guests by monitoring team member’s work.
* Participating in meetings with residents and addressing given concern along with the higher management.
* Conduct site visit to increase awareness about actual happenings within the community.
* Receiving reports from all the stations in Burj Khalifa and submitting it to the management.
* To report the management of departments achievements as well as discrepancies.
* Adhere luxury and personalized attention to all requests.

Burj Khalifa (Emaar) | Dubai, UAE Sep 2012 - Sep 2015

Concierge Executive

Responsible to provide high-quality, tailored concierge services to the residents and visitors of one of the most prestigious and desired address in the world – ensuring customer satisfaction is maintained at all times.

* First-line of contact for residents and premise visitors; meet & greet everyone with a courteous and smiling attitude.
* Assist residents, tenants and their authorized guests to requests for information, provide directions and escalate service requests to the correct management channel for action.
* Strictly follow security protocol in all areas where & when applicable.
* Coordinating and working closely with team members and other departments to resolve issues and requests in a timely manner.
* Ensuring that all areas are organized and clean at all times and inconsistencies are duly reported.
* Responsible for induction of new residents to the community; assisting them to understand community rules and providing guidance with move-in procedures and formalities.
* Participate in management meeting providing quality feedback concerning daily operations, issues, and concerns.
* Respond-to & follow-up on all types of service requests by residents.
* Communicated to all the staff and all objectives are raised at a level to maximize the performance of each team member.

Savannah Holdings March 2008 – Dec 2008

Property Consultant

Providing pre-sales & after sales services to a wide array of high profile customers.

* Meeting with customers and responding to their concerns and queries regarding the property, master community and other related information.
* Generating leads through a wide variety of sales technique including telesales, property exhibitions, agent & personal network.
* Convey feasibility of investments to prospective & existing customers grounded in solid facts and economic reasoning.
* Provide advice to customers on property laws, regulations, market conditions, mortgages, and finance.
* Explain to potential buyers the payment plan, property plans, floor layouts and agreement clauses.
* Help maintain customers’ confidence in their investment in times of economic crisis and poor market conditions.
* Provide general administrative services and maintain customer database.

Education

University of Wollongong – Dubai, UAE Feb 2003 - Aug 2007

Bachelor of Commerce (Marketing)

Other Skills

Professional Photographer

Basic Photoshop and Lightroom (photo editing)

\*\*References will be provided upon request.