



TAQWEEM SANAM

Contact

Address

Dubai, UAE

Phone

+971 50 383 7489

Email

taqisharif6@gmail.com

Additional Skills

- Time Management Skills
- Excellent Communication Skills
- Friendly and Outgoing Attitude
- Multitasking Skills

OBJECTIVE

A self motivated, hardworking and versatile professional with over 4 years of experience in the UAE Customer Care Service. Driven by passion and people, I believe in client retention through excellent customer service and transparency in all transactions and post-sales support.

Work Experience

Sep, 2021 - Present

Ayman Properties, Dubai

Administration

Complete paperwork for all real estate transactions in a timely manner to ensure a deal is closed as quickly possible.

Monitor deadlines and provide notices to appropriate parties when necessary.

Ensure each transaction complies with legalities and any tax with holdings are complete.

Schedule necessary appointments with all parties, including open houses and the final walk through.

Help organize community outreach events to improve our standing in the local area

Produce all marketing materials including brochures, flyers, online marketing, social media posts, etc. to continuously build our brand.

Compile and distribute weekly/monthly reports and communicate key results to the rest of the team to ensure company goals are being met.

Deliver concierge-level customer service to sellers, buyers, and lenders to improve customer satisfaction ratings.

Participate in training sessions to improve skills with administrative tasks in the real estate industry.

Jun, 2019 - Jan, 2020

Azizi Developments, Dubai

Sales Assistant

Addressing client queries and scheduling appointments.

Making follow-up calls.

Scheduling meetings between the buyer and seller.

Assisting in preparing real estate documents and forms.

Maintaining electronic and print records of properties.

Preparing, posting, and updating property listings.

Maintaining and managing a database of clients.

Assisting with negotiations and closing processes.

Performing clerical duties when required.

Helping with the preparation of listing agreements and other legal documents.

Collecting signed copy of the agreements from clients.

Creating and distributing real estate brochures and other marketing materials.

Handling online property listings and advertisements.

Aug, 2017 - Mar, 2019

AMER Service Centre, Dubai

Customer Care Service

Manage large amounts of incoming phone calls.

Identify and assess customers' needs to achieve satisfaction.

Build sustainable relationships and trust with customer accounts through open and interactive communication.

Identify and assess customers' needs to achieve satisfaction.
Build sustainable relationships and trust with customer accounts through open and interactive communication.
Provide accurate, valid and complete information by using the right methods/tools.
Meet personal/customer service team sales targets and call handling quotas.
Handle customer complaints, provide appropriate solutions and alternatives within the time limits; follow up to ensure resolution.
Keep records of customer interactions, process customer accounts and file documents.
Follow communication procedures, guidelines and policies.
Take the extra mile to engage customers.

Jan, 2017 - Jun, 2017

Focus Star Trading, Dubai

Administration

Answering incoming calls; taking messages and re-directing calls as required.

Dealing with email enquiries.

Diary management and arranging appointments, booking meeting rooms

Aug, 2015 - Nov, 2016

M S Real Estate DHA

Admin

Greeting clients, answering the telephone, and making follow-up calls.

Preparing correspondence, scheduling meetings, and making travel arrangements.

Preparing real estate forms and documents.

Coordinating showings, assisting at open houses, and obtaining feedback.

Education

University of the Punjab, Lahore, Pakistan

Bachelor of Commerce

Languages

English

Urdu

Hindi