

Cover



Raheel Hayat

Email : raheelhayat85@gmail.com

Mobile : +92-311-6677 424

Objective

To bring to your organization enthusiasm, dedication, responsibility, and good work ethic, combined with a desire to utilize my skills obtained through experience in the Past.

Dear Sir/ Ma'am,

Please review my CV which is attached herein. Formally I was working for Dubai Based Platinum Bay Real Estate as Registered Senior Property Broker. My position comprises of Customer Service, Sales Support, Customer queries as Solving their Grievances and Complaints.

Interview me as I can work in any condition and pressure moreover I would satisfy all the company's needs and profitability. I would be able to change departments and profession according to the Company's Demands and requirements.

Looking forward for your Response.

Thanking You

Yours Sincerely,
Raheel Hayat



Job Profile

Platinum Bay Real Estate –Dubai

Senior Property Consultant / Team Leader

June 2016 – April 2018

- An outstanding sale professional with experience in Real Estate industry. Highly effective at creating and maintaining good client relations, professionally carried-out site visitation and taking clients through presentation and finalizing sales contract/close deals.
- **Certified Broker:** My RERA BRN is 37718 as a Registered Broker in Buying & Selling Brokerage – Dubai Land Department.
- **Sales & Rental:** I worked in different projects and areas to get clients and sell properties. An additional I am working on Rental of variety of apartments all over New Dubai.
- **Knowledge:** of Real Estate market and assisting clients on selling or renting their properties. And can prepare/handle properties documents by myself. Accompanied and advised buyers during visits and inspections to ensure satisfaction with value and condition of property.

du (EITC) – Franchise ,Dubai

Store In charge / Customer Services Enterprise

15th Sep 2012 – Feb 2016

- **Orient and Train:** Provide appropriate orientation for the employee addressing the information, technology and reference materials necessary to perform their jobs. Briefing about the new promotions, Updates, products technical know-hows, troubleshooting etc.
- **Assign work:** Assign certain duties to the employee, explaining how those duties are to be done (i.e. what level of performance will meet the expectations) and communicate how the successful performance of those duties will be measured. Ensure that the employee is working under a current job description. Update job description, and submit it to the Line Manager, as needed.
- **Reward Performance:** Recommend performance awards and/or merit increases when appropriate. As merit increases and award programs are implemented, supervisors will receive information for their eligible employees.
- **Resolve Complaints:** Helping employees address and resolve a wide variety of concerns and complaints. Providing a variety of resources to employees to assist them in resolving complaints:
 - Technical Help (Trouble shooting, Technical Feedback of New Devices etc.)
 - Billing Queries (BSCS, Final Bill, Overcharge, Data Disputes, and Billing Disputes etc.)
- **Training:** Training Employees in new sectors e.g.
 - Home Services Consumer and Enterprise: - (Subscriptions, Activations, Scheduling, Modifications, Upgrading, Relocations, Amendments, Billings etc.)
 - Mobile Consumer and Enterprise: - (Documentations, Activations, Amendments, Services, Third Party Applications, Queries, Offers, Promotions, etc.)
- **Additional Responsibilities:** Developing staff, mentoring, and providing updates of the company's profits; motivating staff; individually and as a group; understanding and supporting diversity; and establishing an effective team.

Safewrap – Saudi Arabia

Chief Cashier / Customer Service

Nov 2011 – April 2012

- **Finance and Cash:** Handling Finance and Cash for all counters of Safewrap at King Abdul Aziz International Airport.
- **Sales:** Planning sales program with sales manager to expand sales areas.
- **Trainings:** Organizing trainings and workshops for employees in sales tactics.
- **Reports:** Evaluating reports and sales turnover to prepare sales forecast
- **Purchases:** Persuade clients to purchase the wrapping equipment offered by the club
- **Clients' satisfaction:** Increased clients for long term by providing them good services and annual membership of the organization.
- **Maintaining Record:** Maintained clients' and customers' records manually and in computer.

Education

- Bachelor of Science
- ACCA (2nd Module)

Trainings

- **Safety & First Aid Training and Fire Drill (Govt. of Dubai / UK)**
- ***3 Weeks Baseline Retail Induction Training (Al Salam Tower, Internet City, Dubai)***
- ***5 Days Fixed Services and 10 Days Mobile Enterprise Training (Al Salam Towers)***

Computer Skills

- MS Office (Word, Excel and PowerPoint)
- BSCS
- Siebel 8.1 CRM
- PropSpace (CRM)
- NTS Win Cash Sales 9.13
- Internet & Email Applications
- EPOS

Languages

- English
- Urdu
- Punjabi