

Holds a Bachelor in Information Technology and has about 9 years experience working in administration field.

PERSONAL DATA

Nationality : Egyptian
Birth Date : 31/01/1991
Gender : Female

EDUCATION

: Bachelor in Information Technology, Egyptian E-learning University, 2013
: Secondary Education: Palestine School, Abu Dhabi

LANGUAGES

Arabic : Native Language
English : Very Good

COMPUTER SKILLS

: Windows, MS Office, Internet
: Programming languages: JAVA, HTML, Xml, SQL, C#, asp.net

TRAINING COURSES AND CERTIFICATIONS

: ASP.NET and C# certificate from CTC Academy:
: Training for 3 months in Abu Dhabi National Bank.
: NLP course in You Can Academy.

CHRONOLOGICAL EXPERIENCE RECORD

Dates : From Apr. 2021 till now
Employer : Property Shop Investment
Job title : Property Management
Job Description :

- Preparing tawtheeq contracts.
- Renew tenancy contracts.
- Prepare the move in/ out form for the client.
- Handling maintenance issues of the property.
- Lisiting the unit in our portals.
- Maintain property rentals by advertising and filling vacancies, negotiating and enforcing leases, and maintaining and securing premises.

- Accomplish financial objectives by collecting rents, paying bills, forecasting requirements, preparing an annual budget, scheduling expenditures, analyzing variances, and initiating corrective action.

Dates : From Jan. 2019 till Jan. 2021
Employer : Private Office Mr. Jouan Mubarak Fadel Almazroui - Abu Dhabi, UAE
Job title : Administrator
Job Description :

- To arrange and organise all office administration related activities.
- Made the Tawtheeq contracts.
- Following up with the tenants.
- Advertising the available flats in bayut / dubbizle and etc.
- Listing client homes and negotiate the best possible prices and terms.

Dates : From Aug. 2017 till Aug. 2018
Employer : Al Zaeem Commercial Brokers - Abu Dhabi, UAE
Job title : Listing Agent
Job Description :

- To arrange and organise all office administration related activities.
- Researching local real estate market classic buyers market and sellers market, determine asking price.
- Listing client homes and negotiate the best possible prices and terms for the seller.

Dates : From Nov. 2015 till Aug. 2017
Employer : MAWAQIF (Department of Transport), Abu Dhabi - UAE
Job title : Costumer Service Advisor
Job Description :

- Ensure onsite customer service queries and issues are resolved to an exceptional.
- Welcome visitors in line with service standards and with telephone etiquette.
- Developing feedback or complaints procedures for customer's use.
- Learning about your organization's products or services and keeping up to date with changes.
- To receive customer's enquiries in person, by telephone, or via electronic communication, with the aim of diagnosing and resolving all enquiries at the initial time of contact.
- To provide the customer with the appropriate advice and information and to instigate action on their behalf confirming the outcome meets the satisfaction of the customer.
- To always act in the best interests of the customer and to find the best solution to their enquiry.
- To assist in the completion of quality checks, carry out Satisfaction surveys via the telephone where appropriate, and to contribute to the development of the service.
- Handling all the cash transaction of an organization.

Dates : From Aug. 2013 till Jun. 2014
Employer : Etisalat – Abu Dhabi, UAE
Job title : Indoor Sales & Validations

- Job Description** :
- Handle customer complaints and coordinate with the complaint department.
 - Validate customer calls and record it.
 - Settle Bill Payments to Etisalat postpaid lines and DSL subscribers.
 - Create a report of sales achievement on a daily bases.
 - Call customers and advertise Etisalat new update products.