



# Sinan Sulaiman

## PROFESSIONAL SUMMARY

Customer-focused licensed real estate agent looking for a position in which strong negotiation skills can be employed to benefit clients and increase revenue. Expert multitasker with fantastic organizational and problem-solving skills. Adaptable and responsive team player with unwavering dedication to retaining customers and boosting sales and revenue.

## WORK HISTORY

**Leasing Executive** 10/2019 to Present

**SBK Real Estate** -Dubai, UAE

- Provide efficient sales support within the department. Perform real estate property processes such as renting, sales, leasing, negotiation with Customer.
- Assisting customer with viewing property.
- Document processing related customer support.
- Performs activities relating to inbound calls and/or emails from tenants, vendors, potential tenants regarding company rental information, questions and concerns daily
- Provide accurate and timely assistance to the caller and documents activity in CRM database, ensuring proper call handling and follow up as needed
- Supports department by performing administrative assistance such as filing, faxing and report generation
- Supports team by attending meetings.

**Administrative Executive,** 10/2018 to 09/2019

**Life Health Care Group** - Dubai, UAE

- Provide efficient administrative support within the department. Perform administrative processes such as travel arrangement and air ticket bookings, central filing systems, vendor management –preparation of purchase orders, delivery notes and invoice tracking vis-à-vis purchase orders issued, payments processing and verification.
- Coordinate with pharmaceutical vendors on account opening for newly opened pharmacy outlets thus ensure supplies are supplied on time.
- Purchase of requirements for Office, technical team, CCTV team- Quote verification, Capex &/LPO preparation, follow up & Payment processing.

**Customer Service Agent** 07/2016 to 07/2018

**Etihad Airways** -Bangalore, India

- Passenger reservations, check-in, boarding and including security process.
- Handled computer system of the Airlines to generate flight reservations and issue boarding passes as well as airline tickets.
- Monitored the food supply for all the flights owned by the company.
- Dealt with the passenger inquiries regarding the arrival and departure of flights and made sure that passengers get on board the correct flight.
- Handled transactions in a timely manner over sales, delayed, cancelled flights, and any issue related to lost/ damaged luggage.
- Provided new employee training and ongoing employee development Greeting, check -in passengers and verify.

- Reference is available on Request.

## CONTACT

**Address :** Dubailand, Dubai

**Phone :** +971 585668639

**Email :** [sinanymce@gmail.com](mailto:sinanymce@gmail.com)

**Nationality :** Indian

## SKILLS

- Proficient in English language and corporate communications.
- Creating sales strategies and monitoring sales trends.
- ERP, CRM platforms and financial software.
- Excellent Team Player.
- Excellent customer service skills.
- Handling pressure and tolerating stress
- Multitasking
- Conflict resolution

## LANGUAGES

**English :**

Master or proficient

**Hindi:**

Fluent

**Malayalam :**

Native

## EDUCATION

**Bachelor in Commerce**

Year Completed: 2017

**Monad University, India.**