



YASSIN ELKATARI

Sales & Leasing Executive

Profile Summary

- Experience Sales & Leasing Executive seeking to secure a position with a company that can utilize and enhance current sales, marketing, and customer service skills. An independent and self-motivated professional with excellent communication skills, able to grow positive relationships with customers and colleagues at all organizational levels. Dedicated, highly organized and detail-oriented, able to prioritize and complete multiple tasks and follow through to achieve project goals.

Employment Details



Since Aug '2019:
Real Estate

Sales & Leasing Executive at Al Ghurair Properties, Dubai, UAE

Highlights:

- Deals with all inquiries in a professional and courteous manner, on the phone or via email.
- Follow up with finance if refund cheque is ready and inform the tenant.
- Follow up with the tenants to insure they send the payment and the required document before the due date.
- Responsible in providing updated information on availability, prices, payment and other related matters on all available property for lease.
- Gather and log all leads in our company database and coordinates with our leasing agents for potential clients.
- Follow-Up with Tenants on daily basis to sign the TC, Ejari, Move-in and collect original TC.
- Handling Transfer procedures (Preparing the Transfer Contracts, checking files including DEWA Transfer, Collecting Service Charges etc...).
- Collect Payment for Service charges and send Reminder Notices to Tenants by email and follow up for payments.
- Provide the highest standards of service at all times.
- Schedule and coordinate meetings, appointments.
- Managing large amounts of incoming calls and customer inquiries and identifying and assessing customers' needs to achieve satisfaction.
- Background in sales: Provide guidance and assist tenants in marketing and renting property for the right price under the best terms.

Apr'17 – Jul '19:

Customer service Executive at National Aviation Services –VIP Terminal, Abu Dhabi,

Highlights:

- Meet and greet all guests to the VIP lounge and escorted them as requested throughout the terminal.
- Co-ordinated with other airport staff including boarding gate representatives when the guest left the VIP lounge.
- Communicated with other VIP lounge staff to ensure that reports etc. were completed.
- Dissemination of flight information to airport authorities (PRO, Police, Immigration, Customs).
- Completed customer paperwork preparation for immigration and baggage check in.
- Computing, reporting and follow-up of mishandled baggage on behalf of customer Airline.
- Meet and assist for special passengers such as VIP, people of determination, elderly passengers etc.
- Reported to operations manager daily concerning passenger services

May '12 – Mar '17:

Customer service Representative at Bin Aweidha Group, Abu Dhabi, UAE

Highlights:

- Greeted and assisted clients face to face in a courteous and professional manner.
- Dealt with queries etc. when answering the telephone and routed incoming calls appropriately.
- Collected letters/post to be sorted and distributed accordingly.
- Used software programs to schedule conferences and conference rooms.
- Performed general clerical duties such as filing, photocopying, typing, and maintaining the database
- Resolving customer complaints, managing database records, drafting status reports on customer service issues.

Jun '10– Jan '12: Customer Service Executive at Almansoor Dahbi School, Casablanca, Morocco

Highlights:

- Warmly greeted all families and visitors to the school, ensuring any appropriate policies were followed and directed them to the appropriate place or person.
- Responded to visitor and parent requests in person and on the phone as appropriate and following student protection procedures.
- Worked to deadlines in a calm and confident manner when under pressure.
- Responsible for sending direct mail and other notices that needed to be sent home by the school.
- Opening and closing the office and conference rooms, ensuring they were stocked with supplies.
- Assisted with various school events.
- Maintained a neat, welcoming and organized office environment.

Jul'08 – Apr' 10: Patient Coordinator at Shaikh Khalifa Hospital, Casablanca, Morocco

Highlights:

- Greeted patients and their caregivers on arrival to the hospital.
- Collected information such as patient details, medical history, billing, and insurance information, etc.
- Prepared patient admission and discharge documentation for patients.
- Entered patient information into databases and maintained accurate records.
- Provided patients with billing and payment information on departure.
- Dealt with patient questions, concerns, and issues in a calm and empathetic manner.
- Communicated with hospital staff to ensure the concerns and queries are dealt with appropriately.
- Performed general administrative tasks such as photocopying, sorting mail etc.

IT Skills

- MS Office, Google Drive, Operating Systems, Web Development, Outlook.
- Good communication and interpersonal skills with excellent phone manner
- Strong multitasking and time-management skills
- Well-groomed, well presented, polite and courteous
- Able build professional relationships
- Strong ability to close a sale.
- Scanning, Copy Machine, Credit Card Machine, Keyboard Faxing,
- Strong sales, negotiation skills
- Highly Organized and motivated

Education

- **2006:** High School diploma, Tiflet, Morocco
- **2009:** University certificate in Marketing from Agdal University–Rabat, Morocco

Trainings & Certifications

- Customer Satisfaction and Loyalty Training Courses: Abu Dhabi Airport (2017/2018).
- Spearhead Training (Dubai): Customer Service Skills (2015/2016).
- Public relations Certificate Abu Dhabi: Quattro Training Center (2013/2014).

Personal Details

Date of Birth:	30 th May 1987		
Languages Known:	Arabic, English, French		
Address:	P.O.Box: 6999 Al Rigga, Dubai		
Nationality:	Moroccan		
Marital Status:	Single		
Passport No.:	AR6264265	Validity:	09-05-2026
Driving License:	Valid UAE Driving License		
Visa Status:	Employment Visa		