



# Oleksii Mazura

## Customer Service Manager

Date of Birth: 09/06/1993

Location: Dubai, UAE

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Languages:

- English (fluent)
- Russian (native)
- Ukraine (native)

### PERSONAL STATEMENT

Highly-experienced Customer Service Manager with more than 5 years providing excellent support and assistance to clients and customers across real estate and hospitality industries.

Builds and maintains a loyal client base through strong relationship-building skills, and excels at devising strategies for increased sales.

In Customer Service role-maintained customer retention rate 45% above company average and received 99% positive customer survey results.

### ACHIEVEMENTS

- Conducted successful negotiations and signed contracts with 3 biggest hotels in Dubai, which helped to increase the company's profit by 80%
- Increased sales by 40% over the prior year through development of company product and services
- Reduced customers complaints by 30% through escalated grievance resolution procedure.

### WORK HISTORY

#### Real Estate Agent

AQUA Properties, Dubai

May 2021 – Current

*Founded in 2005, Aqua Properties is one of the most innovative, creative and forward-thinking real estate companies in Dubai. At the core of our business philosophy is our commitment to extraordinary service, honesty, and clear communication.*

*We offer a comprehensive range of property services while our various teams provide valuation, agency, advisory, research and building consultancy services across all property types and sectors.*

- Maintained list of available properties and sites.
- Prepare documents such as representation contracts, purchase agreements, closing statements, deeds, and leases.
- Contact property owners and advertise services to solicit property sales listings.
- Compare a property with similar properties that have recently sold to determine its competitive market price.
- Arranged meetings between buyers and sellers when terms needed to be negotiated
- Knowledge of product offerings and quickly assessing customer needs
- Assisted in negotiation of terms surrounding purchases
- Coordinated property closings and oversaw closing procedures
- Prepared formal documents such as purchase agreements, deeds, and leases
- Arranged for title searches
- Accompanied and advised buyers during visits and inspections to ensure satisfaction with value and condition of property
- Connecting with other agents in the real estate industry in order to expand my network
- Working with clients so as to provide advice and other helpful services

## **Customer Service Manager**

Skyluxe Facilities Management Services LLC, Dubai

Dec 2019 – Jun 2021

*Luxe Facility Management is a full-service facility management and hospitality group established in Dubai, offering a range of event management services and hookah products. In 2017 Luxe Management introduced Vogue Pool Party (one of the biggest party's in Dubai), followed by Stamina Pool Party in 2018 and Luxe hookah in 2019.*

- Implement ambitious customer satisfaction goals, and better-enabled customer service staff members to effectively meet them.
- Proceed with both wholesale and retail customers supporting sales
- efforts by quickly resolving customer inquiries
- Maintain constant communication with management, staff, and vendors to ensure proper operations of the organization
- Exceed sales targets by 18% in 2019 by maintaining a robust
- Knowledge of product offerings and quickly assessing customer needs
- Maintain a customer account information database (incl. cancelling and updating customer accounts.)
- Create of establish targets, KPI's, schedules, policies and procedures.
- Report on management regarding sales results and productivity.

## **Real Estate Sales Agent**

Square Yards Real Estate LLC, Dubai

Jun 2019 – Dec 2019

*Square Yards is tech led brokerage and mortgage marketplace; a unique platform for both real estate and mortgages. Over the last couple of years, Square Yards has successfully expanded globally in Middle East, Australia and Canada with current presence across 10 countries and 25+ cities*

- Provided guidance and assist sellers and buyers in marketing and purchasing property for the right price under the best terms
- Intermediate negotiation processes, consulted clients on market conditions, prices, mortgages
- Displayed and market real property to possible buyers
- Promoted sales through advertisements, open houses and listing services
- Mediated between seller and buyer to negotiate property price.
- Prepared purchase documents and closing documents for clients.

## **Sales Supervisor**

Para Art Smoking Accessories Trading LLC, Dubai

May 2018 to Jun 2019

*Premium hookah service provider in Middle East offering modern designs and high-quality luxury hookah connoisseur. Exclusively distribute Shishabucks, Wookah and Steamulation from our base in Dubai and shipping to all countries in Middle East, Africa, Turkey, India and Pakistan.*

- Assisted in the training of new sales associates adapting feedback and adhering to company policies.
- Actively monitored key performance metrics of sales team, identified challenges, and created new solutions applying proven problem-solving techniques.
- Resolved product issues (customer complaints) by clarifying the customer's complaint; determining the cause of the problem; selecting and explaining the best solution to solve the problem; expediting correction or adjustment; following up to ensure resolution.
- Creating an atmosphere, focusing on providing excellent customer service.
- Motivated, training and instruction of team members to achieve goals and create a positive environment during shifts.
- Recognized for increasing sales revenue by 15% in the first 60 days.

## **Concierge**

Al Seef Heritage Hotel by Jumeirah, Dubai

Feb 2018 to May 2018

*Jumeirah Hotels and Resorts is a world-leading luxury hotel group. Since it launched two decades ago, Jumeirah Group has had a resounding impact on the global hospitality market. Jumeirah has transformed the way luxury is defined, exemplified by its iconic property, the Burj Al Arab.*

- Responsible for guaranteeing customer satisfaction by ensuring top-notch customer services, listening to the voice of the customers, resolving customers complaints and providing advice and recommendation based on customer needs.
- Actively monitored key performance metrics of sales team, identified challenges, and created new solutions applying proven problem-solving techniques.
- Assisted and advised customers regarding usage and benefits of organization's services. Creating an atmosphere, focusing on providing excellent customer service.
- Responsible for documenting and maintain reports related to discussions and feedback provided by customer and presented reports to appropriate department to enable further improvement in services. Solved all major customer problems and queries that subordinates were not able to solve, resulting in increased customer satisfaction and return visits.

## **SKILLS**

- Computer Literate – MS Office (Word, Excel, PowerPoint)
- Driving licence UAE
- Effective communication, negotiation and convincing skills
- Able to perform exceptionally well in stressful situations.
- Organized with ability to manage and execute on multiple tasks
- Enthusiastic, knowledge hungry learner, eager to meet challenge and quickly assimilate new concepts.
- Identifying new product and market opportunities, which will be beneficial to the company and drive the development and promotion of these.
- Ability to manage multiple campaigns / projects with effective ease
- Active listener and adaptive to change

## **EDUCATION**

### **Master Degree in Management and Administration**

Kharkiv Trade and Economic Institute, Kharkiv

September 2010 – June 2016

## **TRANINGS**

- Master the Art of Prospecting with Alessia Sheglova, 2021
- Introduction to Negotiation: A Strategic Playbook for Becoming a Principled and Persuasive Negotiator, 2021
- SMM Secrets: Social Media Marketing Strategy Targeted People, 2020
- Teamwork Training Course for Front Office, 2018
- Conversation And Communication Mastery, 2017

