MUHAMMAD ADNAN

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Applying for (Service Crew/ Customer Experience Team Lead)

Offering 10+ Years of commitment towards excellence.

Objective

Aiming to build upon my extensive communication, customer service and interpersonal skills within a suitable & challenging role that will harness my education and leverage my competencies, capabilities and experiences with learning & growth opportunities.

Education:

Graduate (Bachelors of Arts) 1st Division – Hazara University Mansehra, PK

WORKING EXPERIENCE

Worked with “WISE CHOICE” real estate as a property advisor since Feb 2019 to Jan 2021

Role and responsibilities include;

* Assisting clients to make sound property-purchasing decisions.
* Analyzing market trends and demographic to identify the most sought-after and profitable areas.
* Consulting with clients to identify their needs, preferences and financial concerns.
* Maintaining an extensive database of all properties for sale
* Developing strategic to increase the value of properties for clients o sell.
* Conducting negotiations with real estate agents on behalf of clients.
* Communicating with legal counsel to prepare sale and lease documents.

Emrill Services L.L.C Dubai (5.4 Years) (Dec 2012-Mar-2018)

Worked with ***Alfuttaim properties***, through Emrill Services LLC since Dec 2012 to Apr 2014 as Facility Front Desk/Receptionist (Customer Happiness Management).

Worked with ***Emaar properties*** Dubai United Arab Emirates since Apr 2014 to Apr 2016 as a **receptionist/Customer service**

Worked with ***Aldar properties*** Abu Dhabi United Arab Emirates since Apr 2016 to Apr 2018 as a **help desk operator/Customer support**

Role & Responsibilities Include:

* Coordination and Leading with the staff, supervisor and property management.
* Greet and guide the staff and visitor.
* Offering excellence in communication & Concierge Services
* Managing calls and offering timely feedback, guidance to decisions.

Property advisor/Agent Wise choice real estate 2019-2021

Help desk operator/customer support Aldar properties 2016-2018

Receptionist/customer service Emaar properties 2014-2016

Costumer service ALFUTTAIM 2012-2014

Costumer Service AJ Medicos, KHI 2008-2009

Customer Service/ Receptionist Pearl continental Hotel, ATD 2006-2008

Sales / Cash Management Gourmet ISB 2005-2006

Sales Representative Bonanza Store 2003-2005

COMPUTER SKILLS:

* MS Office2010, Word Excel and Power point
* Windows XP, 7, 2010
* Typing, Drafting, Designing / CorelDraw

PROFESSIONAL TRAININGS:

* Training conduct by Dubai Police DPS (Department of protective system).
* Basic firefighting and first aid.
* Access control.
* Fire induction training.
* Customer service
* Property finder training from land department
* Lead tracing training from property finder

PERSONAL DETAILS:

Marital status: Single

Religion: Islam

Nationality: Pakistani

Height: 178cm

License Light vehicle

Passport expiry: 21 Feb 2026

KNOWLEDGE OF LANGUAGES:

* English, Urdu, Hindi, Punjabi

Declaration:

I hereby certify that the above information are true and correct according to my knowledge & my experience. If selected I assure you that I would perform to the best of my abilities, with commitment towards customer delightfulness and business success.

Yours sincerely,

Muhammad Adnan