



# Reema Ahsan

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## Education

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### MBA (Marketing)

National College of Business Administration & Economics

### Graduation - (Education/Sociology/psychology Subjects)

Punjab University

### Intermediate - (Education/Sociology/psychology Subjects)

Government Girls College

### Matriculation (Science Subjects)

Government Central Model High School

## Work experience

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Shelter Homes Real Estate LLC (ABU DHABI) UAE (October 2017-December 2018)

### **Real Estate Leasing/Sales Coordinator.**

#### **RESPONSIBILITIES:**

- Advertise/Market Properties online( CRM, Facebook, Instagram and YouTube. Find availabilities depending on area. Make files for Rent and sales properties.
- Document all the closed deals (Tenancy contracts, Owners and tenants documents) Daily weekly and monthly reports.
- Send emails for new properties.
- Prepare contracts, offer letters, quotations or any company documents.
- Setup meetings for clients.
- Act as the primary customer service contact for clients who have questions about their accounts
- managing schedules
- filing important documents and communicating relevant information
- Responding to complaints from customers and give after-sales support when requested

Modern Standard High School Lahore Pakistan

(June,2015-March,2016)

Administration Secretary cum HR Assistant.

**RESPONSIBILITIES:**

Responsible for maintaining reports and files.  
Answering phone calls.  
Managing the daily weekly, monthly agenda  
Arrange New meetings and appointments  
preparing and disseminating correspondence, memos and forms  
Participating in recruitment efforts  
Posting job ads and organizing resumes and job applications  
Scheduling job interviews and assisting in interview process  
Collecting employment and tax information  
Ensuring background and reference checks are completed  
Preparing new employee files  
Overseeing the completion of compensation and benefit documentation  
Orienting new employees to the organization (setting up a designated log-in, workstation, email address, etc.)  
Conducting benefit enrolment process  
administering new employment assessments  
serving as a point person for all new employee questions

British Council (Pakistan)

April, 2016. — June, 2017.

Invigilation of British Council Exams

**RESPONSIBILITIES:**

- Supervising hall and LRC to ensure silence on dismissal.
- Ensuring candidates do not leave hall with exam papers or stationery.
- Collecting exam papers, booklets etc.  
Sorting completed scripts into candidate number order
- General tidying up after candidates have left.
- Supervising candidates with examination clashes over the lunch period.
- Invigilating individual candidates with extra time in small examination rooms.
- Corridor supervision, invigilating in specialist examination rooms if required.
- General sorting or checking of examination papers/stationery.
- Checking completed scripts for candidate details.  
Putting up/removal of notices.

Ovex Technologies (PVT.) LTD (Pakistan)

June,2012.---September, 2017 .

Customer Service Representative

Worked as a "Customer Service Representative" at Tronics CS Campaign

**RESPONSIBILITIES**

- Dealing with the customers of United States, providing assistance and promoting Tronix Country using my customer service skills.
- Multi tasking was an essential part of my job responsibilities during my work as CSR.
- To have extensive understanding of FAQs to ensure smooth delivery of information the consumer.
- Work closely with customer services management as well as with internal customers to set the direction for new feature sets and new call handling techniques.
- To engage in a friendly and polite telephonic conversation with the
- consumer To ensure that highest level of quality customer care is delivered

Ovex Technologies (Pvt.) Ltd.

May, 2010. — May, 2012.

Telesales Representative

Worked as a **"Telesales Representative"** at Tronix Country Sales Campaign.

**RESPONSIBILITIES:**

- Dealing with the customers of United States.
- Selling and promoting Tronix Country using my sales skills.
- To have adequate product knowledge for onward transmission to the consumer to achieve maximum customer satisfaction.
- To have extensive exposure to and first hand knowledge of the American culture names, addresses and language.  
To have knowledge regarding efficient usage of software for data entry.

Ovex Technologies (Pvt.) Ltd.

May, 2008. — April, 2010.

Quality Assurance Analyst

Worked as **"Quality Assurance Analyst"** at BH IB Sales & PUL/RTC Campaign.

**RESPONSIBILITIES:**

- Grading Sale Calls.
- Grading Bank Validation Calls and Making Reports.
- Passing Feedback to the Sales Agents.
- Handling 200 agents.
- To give training to new QA Agents so that they can work accordingly.
- To check whether agent is understanding customer's Questions and answering them properly

