

Coordonnées

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# chaima zemzemi

Property Consultant at Al Taameer Real Estate  
Qatar

## Expérience

Al Taameer Real Estate

Property Consultant

septembre 2020 - Present (1 an 9 mois)

Doha, Qatar

\*Provide guidance and assist sellers and buyers in marketing and purchasing property for the right price under the best terms

\*Determine clients' needs and financial abilities to propose solutions that suit them

Intermediate negotiation processes, consult clients on market conditions, prices, mortgages, legal requirements and related matters, ensuring a fair and honest dealing

\*Perform comparative market analysis to estimate properties' value

\*Display and market real property to possible buyers

\*Prepare necessary paperwork (contracts, leases, deeds, closing statements etc)

\*Manage property auctions or exchanges

\*Maintain and update listings of available properties

\*Cooperate with appraisers, escrow companies, lenders and home inspectors

Develop networks and cooperate with attorneys, mortgage lenders and contractors

Promote sales through advertisements, open houses and listing services

\*Remain knowledgeable about real estate markets and best practices

Alfardan Group

Operations Executive

juin 2018 - septembre 2020 (2 ans 4 mois)

Qatar

- Assisting the manager in organizing, planning and implementing strategy
- Track the progress of weekly, monthly, quarterly and annual objectives
- Ensure operations function to promote growth and meet financial objectives
- Oversee and direct financial budgets, personal and operations.
- Evaluate employee performance and identify hiring and training needs
- Supervise and motivate staff to perform their best.
- Monitor operations costs, budgets and resources.

- Suggest training programs and techniques
- Communicate with clients and evaluate their needs.
- Analyze customer behavior and adjust product positioning
- Handle complains from customers
- Create reports,analyze and interpret data , like revenue expenses and competition.

## United Development Company (UDC)

### Property Coordinator

avril 2017 - juin 2018 (1 an 3 mois)

- Confers with customers by telephone or in person to provide information about products or services, take or enter orders, cancel accounts, or obtain details of complaints.
- Checks to ensure that appropriate changes were made to resolve customers' problems.
- Keeps records of customer interactions or transactions, recording details of inquiries, complaints, or comments, as well as actions taken.
- Resolves customers' service or billing complaints by performing activities such as exchanging merchandise, refunding money,or adjusting bills.
- Completes contract forms, prepare change of address records, or issue service discontinuance orders, using computers.
- Refers unresolved customer grievances to designated departments for further investigation.
- Determines charges for services requested, collect deposits or payments, or arrange for billing.
- Contacts customers to respond to inquiries or to notify them of claim investigation results or any planned adjustments.
- Solicits sales of new or additional services

## med espoir

### chargé patients

décembre 2015 - janvier 2017 (1 an 2 mois)

Tunisia

- Dealing with clients through mail .

- Assist in simple clinical procedures.
- Filing and typing up reports for managers .
- Coordinate between the customer and the doctor by sharing all the informations and plans for all steps .
- Transcribe medical reports.
- Dealing with all partners (transport ,hotels, hospitals) and organize all the details to deliver the best service for the customer.
- Keep medical Files up to date
- Manage doctor's schedules .
- handling all kind of issues from customers .
- Taking care of the confidential informations of the clients .
- Checking medical test result for registration .
- experience with CRM software ( customer relationship management

## SOCIETE CIVILE IMMOBLIERE LA JETEE

### Executive Assistant

janvier 2014 - octobre 2015 (1 an 10 mois)

Tunisia

- Preparing monthly meeting with partners.
- Providing administrative assistance to all Project Team .
- Filing and reviewing all suppliers documents.
- Supervising weekly and monthly team meeting ( Balance sheet, plans, appraisal ) • Dealing with customers in terms of payment and contract .
- Team management .
- Providing all administrative support to the partners (companies

## TTM

### Administrative Secretary

novembre 2011 - décembre 2013 (2 ans 2 mois)

Tunisia

- Responsible for administration and clerical activities of administrative department such as answering phone calls, preparing reports and compiling files
- Responsible for gathering, analyzing and summarizing information to manager as required
- Telephonic liaison with clients and delegates.
- Opened, read, and wrote answers to routine letters.
- Prepared invoices, reports, letters and other documents, using word or excel processing. • spreadsheet, database, and/or presentation software.

## Formation

ESSEC Business School

École Supérieure des Sciences Economiques et Commerciales de  
Tunis