



FATMA AGLAN

Email-id: fatma_aglan88@yahoo.com

Mobile: +971 56 556 7256

PERSONAL SUMMARY

Skilled professional bringing **9+ years'** experience in Customer Service, Corporate Communications, Hospitality & Marketing. A goal-oriented professional with expertise in creating & implementing programs to improve business operations. Adept at marketing Strategy & social media business strategies. Ability to create & execute sales training & counseling programs for executive team. Effective communicator with excellent relationship management skills & Strong Analytical Problem-Solving capabilities.

CORE COMPETENCIES

- ❖ Hiring & Retention
- ❖ Business & Development
- ❖ Key Account Management
- ❖ Compensation & Payroll
- ❖ Time management
- ❖ Innovative
- ❖ Multi-tasking
- ❖ Risk Management
- ❖ Portfolio Management
- ❖ Market Communication
- ❖ High Impact Presentation
- ❖ Critical Thinking Skills
- ❖ Telesales & Marketing
- ❖ Market Research Intelligence
- ❖ Opening New Business Setup

PROFESSIONAL SKILLS

- ❖ Knowledge of HR processes
- ❖ Communication
- ❖ Work under pressure
- ❖ Decision making
- ❖ Motivator
- ❖ Team Work
- ❖ Positive attitude
- ❖ Records & data management
- ❖ Customer service

HIGHLIGHTS

- ❖ Board Representation
- ❖ Marketing & Coordination
- ❖ Resource Optimization
- ❖ Sales Team Engagement
- ❖ Strategic Planning
- ❖ Management Consultancy
- ❖ Social Media Market Planning
- ❖ Performance Appraisal

WORK EXPERIENCES

Role:

- Resolves all customer questions or concerns via multiple media; the phone, email, online chat or social media
- Responsible for plotting appointments for routes daily and coordinates timely fulfillment of home care services
- Always maintains a positive and constructive attitude
- Ensures to adhere to and implement all company policies and procedures
- Responsible for maintaining and updating customer information as needed
- Attempts to resolve and de-escalate any issues in a calm manner
- Responds to requests for assistance and/or possible processing of payments & invoices in a timely manner
- Responsible for tracking call-related information for auditing and reporting purposes
- Ensures to provide feedback reports on call issues related to customer issues
- Exhibits a detail oriented etiquette and friendly attitude at all times when answering telephone calls
- Appropriately schedules customer appointments and follow-up, keen attention to detail.
- Resolves deficiencies by using standard procedures or returning incomplete documents to the team leader for resolution.
- Verifies entered customer and account data by reviewing, correcting, deleting, or reentering data.
- Respond to queries for information and access relevant files
- Comply with data integrity and security policies



Customer Relationship Manager

THB Home Healthcare ,

January 2021 – Up to the Present

Relationship Manager – Sales Department
MAG Lifestyle Developments, Dubai, U.A.E

September 2018 – DEC 2020

- ❖ Performed **Business Development Functions** to source new clients
- ❖ Maintain **Accurate Information** of all customers as per the company guidelines.
- ❖ Ensure & Maintain correct information of customers to provide **Quotations, Change of Policies & Renewals.**
- ❖ Achieve the sales results and **KPI's** for inbound & Outbound calls set up manager
- ❖ **Promote** the company's Products at all time.
- ❖ **Communication & Collaboration** with managed team to ensure transparency & Positive re-enforcement
- ❖ Ensure relationships are maintained and developed with **key partners** where necessary.
- ❖ Professionally handle **campaign results** set out by manager is achieved.

ACADEMIC QUALIFICATIONS

- **Master in Business Administration.**
Swiss Business School, Dubai – U.A.E
Specialization – *Supply Chain Management*
2020
- **Bachelors in Commerce**
Alexandria University, Alexandria – Egypt
Specialization – *Accounting & Management*
2009
- **Arab Academy for Science & Tech.**
Alexandria University, Alexandria – Egypt
2009

TECHNICAL SKILLS

- Windows
- MS Office
- Internet
- Multi-Media

INDUSTRIES

- ✓ Real Estate
- ✓ Consulting
- ✓ Logistic & Marine Management
- ✓ Event Management

LANGUAGE SKILLS

- English – Fluent
- Arabic – Native

PERSONAL DETAILS

Address: Dubai, UAE.
Visa Type: Residence.
Nationality: Egyptian
Date of Birth: 7th July 1988

- ❖ **Ensure Audit Standards** are met based on guidelines provided by Management.
- ❖ **Significant** Analyze & Monitor call abandon rates and targets set for department
- ❖ Set **Individual targets** for Subordinates in conjunction with the Manager.
- ❖ Ensure that **Subordinates adhere** to company service standards
- ❖ Be the **First referral point for cases** / issues outside the team authority
- ❖ **Follow-up & Maintain** records of Subordinates.



Senior Relationship Manager
Azizi Developments, Dubai, U.A.E

Role:

April-2017 - August 2018

- ❖ Enhancing procedure to work smarter and efficiently such as **Negotiating Offers** between Buyer & Seller or Tenant / Landlord and project coordination.
- ❖ Implementing **Marketing procedures** & streamlining of workflow whilst educating staff on Marketing and preparing properties for advertising.
- ❖ **Sourcing** potential investors and establish a good work relationship.
- ❖ Update the **Tracker** of (Sales Inquiries / Allotment / Approvals on daily.)
- ❖ Build Awareness & Knowledge of the Property **Market in UAE**.
- ❖ Led **End to End** Property deal process and mortgage team to help client in invest the properties



ALAM ALTAMAYOUZ

Sales Executive
Al Tamayouz Company, Dubai, U.A.E

Role:

January 2015 - March 2017

- ❖ **Coordinate** with various levels of management for collating information and create Social Media Marketing Daily.
- ❖ Creation & **Implementation** of property plan, property specifications and succession planning of properties.
- ❖ The use of increased **proactive** sourcing techniques to increase the sale of properties.
- ❖ Leading negotiations in line with **reward structure** where applicable for new properties.
- ❖ Assisting with Mortgage options and help them fill out the requisite paperwork to **expedite** the property investment process
- ❖ To Plan and coordinate the **Events** as needed to support the Sales
- ❖ **Assisted** the senior management on various aspects of Marketing.
- ❖ Property validation, landlord relations, and **workforce** planning etc.
- ❖ Represent landlords own multiple properties & need to keep a **consistent occupation rate**.
- ❖ **Taking care closing dates, renewals** keep up to date with support information to clients



Accounts Team Leader
Holdinn, Alexandria, Egypt

Role:

August 2013 - January 2015

- ❖ **Ensured skills enhancement** and development of every individual in the team by providing direction, motivation and training to the sales team.
- ❖ Executed marketing plans and build new **Clients relationship** with the company
- ❖ Finding solutions, **ways to work smarter** and effectively amongst the online booking system to create and manage accounts and its content with corporate strategy and values

- ❖ **Sourcing the best marketing** strategies without use of agencies, headhunting for new clients and successfully complete the process with in the time.
- ❖ Provide advice & guidance to the clients with **rules and regulations in line with market.**
- ❖ Ensure that the team are performing to the **best of their ability** and constantly learning, engaged and motivated

Career History

2011-2013	Sales Manager – Tahweel Communication - Alexandria, Egypt
2009-2011	Operations Supervisor - Navigator Logistics & Marine - Alexandria, Egypt