



# FATMA AGLAN

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## PERSONAL SUMMARY

Skilled professional bringing **11+ 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

## WORK EXPERIENCES

### Team Manager - Sales

GTH Homes - Dubai, UAE

*July 2022 - till now*

- ❖ Provides encouragement to team members, including communicating team goals and identifying areas for new training or skill checks
- ❖ Maintain and expand relationships with developers and investors.
- ❖ Advise investors when it comes to any real estate investment.
- ❖ Set and develop a strategy for team goals.
- ❖ Communicates deadlines and sales goals to team members
- ❖ Generates and shares comprehensive and detailed reports about team performance, mission-related objectives.
- ❖ Keep up to date with the market including new developments and changes in regulations. Qualifications:

## PROFESSIONAL SKILLS

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



### Senior Relationship Manager – Sales

MAG Lifestyle Developments, Dubai, U.A.E

### Role:

*September 2018 – DEC 2021*

- ❖ 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.
- ❖ **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

## HIGHLIGHTS

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

## 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: 7<sup>th</sup> July 1988

- ❖ Be the **First referral point for cases** / issues outside the team authority
- ❖ **Follow-up & Maintain** records of Subordinates.



U.A.E

**Senior Relationship Manager**  
**Azizi Developments, Dubai,**

### 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