

DAWOOD SULEMAN

PROFESSIONAL SUMMARY

Self-motivated and result driven, with over 6 years' experience in multiple industries including project management, mobilization, dealing with high profile clients, sales, real estate and office Management.

WORK HISTORY

Sales & Operation Manager August 2022 till date
Propertyana Holiday Homes Rental LLC, UAE

- Manage large amounts of inbound and outbound calls in a timely manner.
- Follow communication "scripts" when handling different topics.
- Identify customers' needs, clarify information, research every issue and provide solutions and/or alternatives.
- Seize opportunities to upsell products when they arise.
- Build sustainable relationships and engage customers by taking the extra mile.
- Keep records of all conversations in our call center database in a comprehensible way.
- Frequently attend educational seminars to improve knowledge and performance level.
- Meet personal/team qualitative and quantitative targets.

Operation Supervisor / Administration Jan 2017 till May 2022
The Dubai Mall, UAE

- Provide continuous, high end quality administrative support to Director / Managers.
- Respond / Action all internal & external correspondence E-mails and **Answering & screening of high call volumes** with accuracy.
- Maintain high moral ethics, supporting the team daily and ensure policies and procedures for the general operation are being followed to prevent illegal, unethical, or improper conduct.
- Build and maintain strong working relationships with team to provide advice and guidance on Company Professional Standards matters and to identify opportunities for new initiatives that will improve performance.
- Manage independently office related services such as caterers, cleaning service, health & safety.
- Respond as directed by the Manager to incidents, violations of rules, regulations, policies, procedures, illegal activity and misconduct by evaluating or recommending the initiation of investigative procedures.
- **Private and confidential task** of director and managing in-person enquiries from colleagues with **strong interpersonal skills**.
- **Maintaining an accurate and up to date records** management system (including classifying and coding electronic and hardcopy files)
- **Support HR activities**, training/service-related issues.



CONTACT

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PERSONAL DOSSIER

- Date of Birth: 18-03-1994
- Nationality: Pakistani
- Languages: English, Urdu, Arabic (Basic).

PASSPORT DETAILS

- Passport No: GA5759412
- Date of Issue: Dec 2019
- Date of Expiry: Dec 2024

Driving License Details

- Category: LTV
- Date of Issue: Feb 2023
- Date of Expiry: Feb 2025

SKILLS

- **MS Office proficiency (Excel, Word, PowerPoint)**
- **Exemplary customer service**
- **Quick Learning**
- Analytical Thinking
- Complaint handling skills
- Phone Calls & Email
- Time Management
- **Interpersonal Skills**
- Communication Skills
- Dedicated Team Player
- **Organized and Punctual**

EDUCATION

Bachelor of Commerce
University of Gujrat