



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

September 2018 - DEC 2021

Role:

- ❖ 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: 7th July 1988

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



Senior Relationship Manager
Azizi Developments, Dubai,

April-2017 - August 2018

Role:

- 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

January 2015 - March 2017

Role:

- 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

August 2013 - January 2015

Role:

- 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