

MARYNA KARLINA

UAE - Dubai

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Date of Birth: 26 Nov 1988

Languages Known: English, Russian, and Ukrainian

Valid UAE Driving License



WORK EXPERIENCE

Real-Estate Executive

Summary:

Build and maintain strong relationships with clients, understanding their preferences and requirements to provide tailored real estate solutions.

Daily hot calls and update leads notes in CRM system

Create compelling property listings with accurate information, appealing visuals, and engaging descriptions to attract potential buyers and renter.

Property Showings: Conduct property viewings (secondary / off plan), showcasing the best features of each property and addressing client inquiries.

Stay up to date with market trends, property values, and industry regulations to provide informed advice to clients.

Oversee the entire real estate transaction process, including preparing contracts, coordinating inspections, and ensuring a smooth closing.

Attending launch events for off plan projects

Real-Estate Agent – Dubai

Homes4life, Real-Estate -

March 2023 to Present

- Build and maintain strong relationships with clients, understanding their preferences and requirements to provide tailored real estate solutions.
- Daily hot calls and update leads notes in CRM system
- Create compelling property listings with accurate information, appealing visuals, and engaging descriptions to attract potential buyers and renter.
- Property Showings: Conduct property viewings (secondary / off plan), showcasing the best features of each property and addressing client inquiries.
- Stay up to date with market trends, property values, and industry regulations to provide informed advice to clients.
- Oversee the entire real estate transaction process, including preparing contracts, coordinating inspections, and ensuring a smooth closing.
- Attending launch events for off plan projects

Pet accessories, Pets

March 2016 to Present

- Deal with customers' requests to ensure a comfortable and satisfaction.
- Built strong relationships with clients to insure and maintain high quality customer service. Investigate the market requirement to be updated with market trends.

Ghaya Grand Hotel - Dubai

October 2014 to October 2015

- Deal with bookings by phone, email, letter, fax or face-to-face
- Complete the procedures when guests arrive and leave.
- Allocate rooms and give the keys to guests.
- Tell guests about hotel facilities and services.
- Take, and pass on, messages to guests.
- Deal with special requests from guests, like booking theatre tickets or storing valuable items. Etc.
- Provide information about the surrounding area.
- Prepare bills and take payments.
- Deal with complaints or problems.
- Microsoft Word and Excel.

Astoria Hotel - Dubai

August 2012 to July 2013

- Undertake front of house duties, including meeting, greeting and attending to the needs of guests, to ensure a superb customer service experience.
- Build a good rapport with all guests and resolve any complaints/issues quickly to maintain high quality customer service.
- Deal with guest requests to ensure a comfortable and pleasant stay.
- Assist in dealing with customer complaints in an effective and courteous manner, providing or seeking solutions as quickly as possible.
- Assist in always keeping the hotel reception area clean and tidy.
- Undertake general office duties, including correspondence, emails, filing and switchboard, to ensure the smooth running of the reception area.
- Administer all routes of reservations to ensure that room bookings are made and recorded accurately.
- Ensure that all reservations and cancellations are processed efficiently.
- Keep up to date with room prices and special offers to provide accurate information to guests.
- Report any maintenance, breakage or cleanliness problems to the relevant manager.
- Administer the general petty cash system and float in an accurate manner.
- Undertake all training as required (e.g., first aid, health and safety, customer service).
- Adhere to all fire safety test procedures and to assist in the evacuation process in the event of fire.

SKILLS AND EXPERIENCE

- A friendly and welcoming approach.
- High standards of dress and presentation.
- Ability to remain calm during difficult situations or in a very busy environment.
- The ability to work unsupervised.
- Excellent interpersonal skills, including a pleasant telephone manner.
- Good administrative skills and the ability to use email and booking systems.
- Good team working skills.

Quality Control - Shoes Factory

Mida Shoes Factory - Zaporozhe - Ukraine - Zaporozhe

July 2010 to September 2011

- Quality Control Inspector inspects monitors and ensures that all the products manufactured comply with the customer and organizational standards.

EDUCATION

Bachelors in Textiles Quality Management

September 2008 to June 2012

SKILLS

- Empathy
- Reliability
- Patience
- Critical Thinking
- Trustworthiness
- Local Knowledge
- Communication
- Time Management
- Flexibility
- Negotiating
- Very Good Communication Skills

Software and Capabilities Skills

- Microsoft office word and Excel
- Teamwork, Work Under Supervision
- Sales
- Customer Services Skills
- Data Entry.