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# FAHIM SALEH

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## **Personal Profile**

I have vast experience of 7.5 years in property lettings for an independent estate agent, helping them grow that side of the business. I'm currently looking for a new challenge to prosper my career further in a lettings role where I can apply and utilise my knowledge, skills, and capabilities to enhance my future employer's business potential.

## **Education**

2006 – 2007	Havering Sixth Form College, GNVQ – Science, A-Levels – Maths, BTEC - Forensic Science
2005 – 2006	Leyton Sixth Form College, Intermediate Science
2000 – 2005	Little Ilford High School, GCSE's

## **Work Experience**

### **July 2016 to Present: Lettings Negotiator and Property Management**

#### *Responsibilities:*

- Advertising properties
- Securing new instructions
- Arranging viewings
- Drawing out tenancy agreements
- Carrying out check ins and outs (Inventory)
- Prepare properties before new tenants move in
- Organising refurbishments and property repairs
- Ensuring references have passed
- Organising EICRs, Gas Safety's and EPCs
- Liaising with tenants, landlords and contractors
- Dealing with deposit deductions
- Property inspections
- Ensuring all the files are up to date
- Serving Section 8 and Section 21 notices
- Tenancy renewals
- Appointing new tenants to utility providers

### **February 2015 to July 2016: CCA International – Team Coach, Call Centre**

#### *Responsibilities:*

- Promoting BT products and services to existing and non-existing customers
- Customer service
- Product knowledge
- Achieving conversion targets
- Ensuring agents are on the dialler
- Quality and Assurance training
- Team briefs
- Coaching agents on how to maximise sales

#### **November 2013 to February 2015: JD Sports – Supervisor/Assistant Manager**

##### *Responsibilities:*

- Open store, floor walks, checking shop standards
- Set daily tasks, team brief, training and motivating a team
- Visual Merchandising (Textiles and Footwear)
- Ensure all products are out where they should be
- Cashing up and banking
- Analysing strengths and weaknesses around the store
- Weekly report in comparison to last year figures
- IBTS
- Ensuring KPIs are up to date
- Ensuring back areas are clean
- Recruiting staff
- Keeping track of all launch dates on certain products
- Organising sale preparation
- Ensuring loss control checklist are up to date
- Dealing with audit preparation

#### **2013: Sports Direct - Supervisor**

##### *Responsibilities:*

- Customer service
- Teamwork and team briefs
- IBT
- Price change
- Delivery and Stock take
- Merchandising
- Rota
- Productivity of hours
- Cashing up
- Meeting KPI targets

#### **2006 to 2013: Baronjon – Assistant Manager**

##### *Responsibilities:*

- Meeting team/individual targets

- Cashing up (Banking)
- Checking of delivery
- Interbranch transfers
- Attend staff meetings
- Dealing with formal (suits) and casual-wear
- Merchandising
- Payroll
- Training new employees
- Recruiting staff
- Ensuring all KPIs are up to date
- Team brief
- Floor walk
- Loss control
- Staff rota

### **School Work Experience**

February 2004 – Financial Service Authority

Admin work involving sending of files (e.g. photocopying, faxing to other companies etc)

### **Skills and Interests**

- Well organised and great customer service
- Good communicator and presentable
- Confident IT skills
- Ability to work under pressure
- Good time management and initiative to prioritise
- Capable of working independently and within a team when needed
- Interests – football, cricket, eating out and socialising

### **References**

Available on request