

# Ayham Shokier

Ankawa  
Erbil, Iraq  
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## Professional Summary

Reliable Administration Manage, Public Relations Coordinator, Supervisor, Sales and Cashier with Bachelor Degree, and background in Customer Services Accounting, team work and fast learning with 13 years of experience.

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## Personal Information

**Birth Date:** 23 October 1983  
**Gender:** Male  
**Nationality:** Syrian  
**Marital Status:** Married  
**Driving License:** United Arab Emirates – Valid

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## Academic Qualifications

- **ISO 31000 Risk management standers 2017**  
G31000 Institute – Dubai – UAE
  - **Leadership for Administrative Professionals 2017**  
Eton Institute – Dubai –UAE
  - **English for Business Skills 2017**  
Bayt.com – Dubai – UAE
  - **Customer Service Professionals 2013**  
Azadea Group – Dubai –UAE
  - **Customer Focus Skills 2012**  
Azadea Group – Dubai –UAE
  - **Bachelor Degree of Accounting 2010**  
Damascus University- Syria
  - **English Courses 2006**  
Business vocabulary in use - Syria
  - **Course in Stock- Exchange 2005**  
Forex trading – Syria
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## Languages

- Arabic: Mother tongue
  - English: Excellent
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## **Skills**

- Customer and Personal Service
  - Friendly
  - Building Trust
  - Flexible schedule
  - Quick-thinking
  - Teamwork
  - English Language
  - Punctuality
  - Coordination
  - Time Management
  - Personnel and Human Resources
  - Negotiation
  - Social Perceptiveness
  - Monitoring
  - Complex Problem Solving
  - Active Learning
  - Sales and Marketing
  - Public Speaking & Presentations
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## **Experience**

### **Retail Manager**

**Apr. 2019 –Present**

Stepture General Trading Co. Ltd  
(Swarovski – Faces) Shops  
Erbil - Iraq

- Recruiting, training, supervising and appraising staff.
- Managing budgets.
- Maintaining statistical and financial records.
- Dealing with customer queries and complaints.
- Overseeing pricing and stock control.
- Maximising profitability and setting/meeting sales targets, including motivating staff to do so.
- Ensuring compliance with health and safety legislation.
- Preparing promotional materials and displays.
- Liaising with head office.

### **Administration Manager**

**Nov. 2015 to Dec.2018**

Right Bright Cleaning Services  
Dubai, United Arab Emirates

- Accomplishes staff results by communicating job expectations; planning, monitoring, and appraising job results; coaching, counseling, and disciplining employees; initiating, coordinating, and enforcing systems, policies, and procedures.
- Provides supplies by identifying needs of equipment's and materials, establishing policies, procedures, and work schedules.
- Provides communication systems by identifying needs; evaluating options; maintaining equipment; approving invoices.
- Completes special projects by organizing and coordinating information and

requirements; planning, arranging, and meeting schedules; monitoring results.

- Achieves financial objectives by anticipating requirements; submitting information for budget preparation; scheduling expenditures; monitoring costs; analyzing variances.
- Maintains professional and technical knowledge by attending educational workshops; benchmarking professional standards; reviewing professional publications; establishing personal networks.

### **Public Relations Coordinator (PRO)**

**Feb. 2015 to Oct. 2015**

Right Bright Cleaning Services  
Dubai, United Arab Emirates

- Submit and ensure the processing of all types of applications and paperwork to the local government bodies, including but not limited to visit visas, employment or residence visas, car registrations, Trade License, labor permits, export license, economic license, foreign license, etc.
- Proactively manage the timely renewal of all Employment Visas and Labor Permits, and company related licenses.
- Assist employees in the process of renewing visas for their immediate dependents.
- Manage the visa checklist as when the rules on visa/labor changes.
- Assist the company and the employees with visa arrangements in Embassies.
- Maintain database of all passports and residence visas by scanning all documents and directly updating the database when details change.
- Accurately prepare and process required legal documents like rent contract attestation in government agencies such as Ministry of Economic, Court, Chamber of Commerce, Traffic Department and Municipality.
- Makes sure all business and trade Licenses are updated, follow-up official approvals and permits, to prevent unnecessary violation

### **Property Consultant**

**Feb. 2014 to Jan. 2015**

FMF Real Estate Broker  
Dubai, United Arab Emirates

- Rent or lease properties.
- Purchase offers to sellers for consideration
- Generate lists of properties that are compatible with buyers' needs and financial resources.
- Interview clients to determine what kinds of properties they are seeking.
- Prepare documents such as representation contracts, purchase agreements, closing statements, deeds and leases.
- Coordinate property closings, overseeing signing of documents and disbursement of funds.
- Act as an intermediary in negotiations between buyers and sellers, generally representing one or the other.
- Promote sales of properties through advertisements, open houses, and participation in multiple listing services.
- Display residential properties to clients and explain their features.
- Answer clients' questions regarding construction work, financing,

maintenance, repairs, and appraisals.

- Inspect condition of premises, and arrange for necessary maintenance or notify owners of maintenance needs.
- Accompany buyers during visits to and inspections of property, advising them on the suitability and value of the homes they are visiting.
- Advise sellers on how to make homes more appealing to potential buyers.
- Arrange meetings between buyers and sellers when details of transactions need to be negotiated.
- Advise clients on market conditions, prices, mortgages, legal requirements and related matters.
- Contact property owners and advertise services in order to solicit property sales listings.
- Visit properties to assess them before showing them to clients.
- Contact utility companies for service hookups to clients' property.
- Solicit and compile listings of available rental properties.
- Rent or lease properties on behalf of clients.

**Assistant Manager**

Azadea Group /ZARA

Dubai, United Arab Emirates

**Jul. 2010 to Jan. 2014**

- Develops job aids to clarify/simplify processing procedures Handling complaints (from both staff and customers) Ensure that each customer receives outstanding service by providing a friendly environment, which includes greeting and acknowledging every customer, maintaining solid product knowledge and all other aspects of customer service.
- Assist in ringing up sales at registers and/or bagging merchandise.
- Assist in processing and replenishing merchandise.
- Assisting the team by performing the tasks with them helping with training and development -Reporting to senior management / personnel when required Ensures adherence to departmental and service center policies, procedures, and Practices.
- Dealing with customer queries and complaints.

**Sales Supervisor / Cashier**

Azadea Group /ZARA

Dubai, United Arab Emirates

**Jan. 2009 to Jul. 2010**

- Supervises, coordinates, directs, and monitors staff activities to ensure prompt, Courteous and accurate responses are provided to customers.
- Recommends and implements new or improved systems to enhance or expedite work.
- Creates and maintains a positive, respectful work environment for staff.
- Aid customers in locating merchandise.
- Communicate customer requests to management.
- Participate in year-end inventory and cycle counts.

**Sales /property consultant**  
Emirates Prodeal Real Estate  
Dubai, United Arab Emirates

**Mar. 2008 to Jan. 2009**

- Rent or lease properties purchase offers to sellers for consideration  
Generate lists of properties are compatible with buyers' that needs and financial resources.
- Interview clients to determine what kinds of properties they are seeking.
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- Act as an intermediary in negotiations between buyers and sellers, generally representing one or the other.
- Promote sales of properties through advertisements, open houses, and participation in multiple listing services.
- Display residential properties to clients and explain their features.
- Answer clients' questions regarding construction work, financing, maintenance, repairs, and appraisals.
- Inspect condition of premises, and arrange for necessary maintenance or notify owners of maintenance needs.
- Accompany buyers during visits to and inspections of property, advising them on the suitability and value of the homes they are visiting.
- Advise sellers on how to make homes more appealing to potential buyers.
- Arrange meetings between buyers and sellers when details of transactions need to be negotiated.
- Advise clients on market conditions, prices, mortgages, legal requirements and related matters.
- Contact property owners and advertise services in order to solicit property sales listings.
- Visit properties to assess them before showing them to clients.
- Contact utility companies for service hookups to clients' property.
- Solicit and compile listings of available rental properties.
- Rent or lease properties on behalf of clients.
- Present purchase offers to sellers for consideration Generate lists of properties that are compatible with buyers' needs and financial resources.
- Interview clients to determine what kinds of properties they are seeking.
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