

Zakariya Mahadalle

Sharjah, UAE

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Objective

Results-driven Administrative Professional with 10+ years of experience in client relationship management, operational reporting, and CRM systems. Proven track record in budget management, process optimization, and maintaining organized records using Google Sheets and Excel. Seeking to leverage strong communication skills and analytical expertise to excel as an Assistant Property Consultant supporting real estate operations.

Professional Experience

Customer Service Representative

Government of Ontario | 2021 - 2024

- **Client Relationship Management:** Delivered exceptional service to diverse clientele, managing complex inquiries and maintaining detailed client records in CRM systems
- **Operational Reporting:** Created comprehensive monthly reports and performance dashboards using Excel and Power BI, identifying process improvements and cost-saving opportunities
- **Process Optimization:** Developed automated tracking systems that improved operational efficiency by 20% and streamlined client communication workflows
- **Documentation & Follow-up:** Maintained organized records and conducted systematic follow-ups to ensure client satisfaction and process completion

Administrative Assistant

Centennial College - Dean's Office | 2020

- **Budget & Contract Management:** Successfully managed \$100,000+ event budgets, achieving 5% cost savings through strategic vendor analysis and contract negotiations
- **Meeting Coordination:** Scheduled and coordinated meetings, viewings, and events for executive leadership, managing complex calendars and logistics
- **Financial Tracking & Reporting:** Automated financial tracking systems using Excel (VLOOKUP, PivotTables) and maintained detailed records for monthly close and year-end reporting

- **Stakeholder Communication:** Facilitated communication between departments, vendors, and external partners through multiple channels including phone, email, and in-person meetings

Key Skills

Client & Agent Support

- Customer Relationship Management & Client Retention
- Multi-channel Communication (Phone, Email, WhatsApp)
- Meeting Scheduling & Event Coordination
- Contract Management & Vendor Relations

Technical Proficiency

- **Google Sheets & Excel:** Advanced functions, automation, pivot tables
- **CRM Systems:** Data management, client tracking, reporting
- **Reporting & Analytics:** Performance tracking, KPI monitoring
- **Database Management:** Record organization and maintenance

Languages

- **English:** Fluent (Professional)
- **Arabic:** Native
- **Somali:** Native

Certifications & Licenses

- First Aid & CPR Certified
- Valid UAE Driver's License (Own Vehicle Available)

Key Achievements

- Improved planning cycle accuracy by 20% through automated forecasting tools
- Achieved 5% cost savings on \$100,000+ budget through vendor analysis
- Developed multiple process automation solutions reducing manual work by 30%
- Maintained 100% accuracy in financial reporting and client record management

References available upon request