

MARYAM

AHMED



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United Arab Emirates,
Sharjah



+971 52 987 4660

Valid UAE driving license

Date of birth: 25 Nov 2000

OBJECTIVE

Seeking a position that will allow me to improve my experience in technical skills and customer service where I can utilize my diversified skills, knowledge and experience. I am determined and confident to step into more challenging positions and utilize my skills, knowledge and experience for other positions around me.

EXPERIENCE

Manager - Strategy and Business Development

RELIANT SURVEYORS, DUBAI

September 2022 – July 2023

- Discuss promotional strategy and activities with the marketing department.
- Follow up on developers/banks/investors on the ground in UAE whilst also taking the initiative of developing new clients of corporates industries such as financial divisions, hospitality, etc.
- Effective lead generation and built active pipeline as well as developed and implemented sales plan.

EDUCATION

High school graduation

• EMIRATES ENGLISH SPEAKING SCHOOL

BA HONS (Business) [in process]

• PRIFYSGOL GLYNDWR UNIVERSITY - UNITED KINGDOM

LANGUAGES

English

Urdu

INTEREST

Learning different cultures, languages, and traveling.

Assistant agent

PATRIOT REAL ESTATE, DUBAI

January 2022 - April 2022

- Listing properties and generating sales of properties through advertisements.
- Prospecting and greeting clients, answering the telephone and making follow-up calls.
- Scheduling meetings, coordinating viewings, assisting at open houses, and obtaining feedback.

Call centre agent

PAN ARAB RESEARCH CENTRE, DUBAI

January 2021 – March 2021

- Working as Call Centre Agent attending inbound calls of Customers
- Sending emails & Receiving emails of customer's queries
- Value of ethical and unethical behaviors of customers

Admin assistant

EMIRATES ENGLISH SPEAKING SCHOOL, DUBAI

September 2018- December 2019

- Responsible for entering and maintaining all student and staff data.
- Answering phone calls on behalf of the admin, assisting with the event arrangements and scheduling of meetings.
- Creating spreadsheets, word processing, emailing and filing.

Customer service

EMAX ELECTRONICS, DUBAI

July 2017- August 2017

- Serving customers by selling products and meeting customer needs.
- Keeping management informed by submitting activity and results reports, such as daily sales reports, weekly work plans, and monthly.
- Resolving customer complaints, developing solutions, preparing reports, and making recommendations to management.

S K I L L S

- EXCELLENT COMMUNICATION
- TEAMWORK
- PROBLEM-SOLVING
- DYNAMIC AND SUCCESS ORIENTED
- SOFTWARE: MICROSOFT OFFICE (EXCEL, WORD, POWERPOINT, OUTLOOK)
- OPERATING SYSTEMS: MICROSOFT WINDOWS AND MAC OS
- PROGRAMMING LANGUAGE: JAVA (GOOD KNOWLEDGE ABOUT THE BASICS AND THEIR APPLICATION)