



Mohamed Fares Chalbi
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Personal Information:

Nationality: Tunisian

Gender: Male

Marital status: Married

Date and place of birth: January 13, 1982 in Tunis, Tunisia

Address: Dubai Arjan, La Fontana Apartments, Flat 614

Visa Status: Cancelled

Overview:

Multilingual, energetic and self-motivated Property Specialist with around 11 years of work experience in UAE. Focused on reaching targets and customer satisfaction.

My organizational experience has provided me with a strong understanding of the sales standards.

Committed to providing excellent customer service and making operational and procedural improvements as well as achieving the targets set by the organization.

Qualifications:

- 2004 - 2009: Bachelor's Degree in Sociology (Research proposal in Communication)

Key skills and strengths:

- Excellent communication and negotiation skills
- Good at presentations
- Result oriented and goals achiever
- Efficient under pressure

Languages:

- Arabic - Mother Tongue, spoken and written
- English - fluently spoken and written
- French - fluently spoken and written

Computer Skills:

- Salesforce, Microsoft (Outlook, Word, Excel, PowerPoint) and CRM

Professional Experience:

➤ Freelancer: Property specialist

- Selling properties via telephone calls and emails.
- Contacting potential clients in the UAE and other countries to increase sales opportunities
- Arranging meetings with clients and presenting the product appropriately to clients for sale
- Calling clients from the database generated via marketing
- Inviting clients to the sales events
- Giving presentations to inform prospective clients of the benefits of investing in Dubai and full explanations of anticipated returns.
- Building a strong relationship with clients to encourage repeat business.
- Obtaining referrals from all clients met to increase the sale

❖ ***Azizi Developments: (Dec 2017- Jan 2019)***

➤ Relationship Manager:

- Contact clients to advise and discuss various opportunities of property services
- Make a full presentation of the project desired by the buyer
- Attend to all sales inquiries professionally to maintain a high standard of service
- Collect full details of properties and arranging viewings to potential clients
- Attend property events such as exhibitions and property launchings
- Source potential investors and establish/maintain a good work relationship
- Perform duties to a high professional and ethical standard
- Met and built rapport with prospective buyers, determined home needs and interests
- Follow up with all potential buyers to convert to sales, prospected and developed referral contacts
- Managed the buyer through the design, loan, start, construction, and closing process to ensure timely completion of buyer activities
- Coordinated the appointments and followed up as needed
- Maintained constant line of communication with buyers and assist through the entire process from prospect through closing and warranty
- Kept the customer informed of the status of home at each stage of the process

❖ ***First Lady Real Estate Broker LLC: (Jul 2015 – Nov 2017)***

➤ Property advisor:

- Solicit potential clients to buy, sell, and rent properties
- Generate lists of properties for sale, including details such as location and features
- Advise clients on prices, mortgages, market conditions, and related information
- Compare properties to determine a competitive market price
- Promote properties through advertisements, open houses, and listing services
- Take prospective buyers or renters to see properties

- Present purchase offers to sellers for consideration
- Mediate negotiations between buyer and seller
- Ensure that all terms of purchase contracts are met
- Maintain a good relationship with clients by a professional follow up to increase the sale.

❖ **Chateau Real Estate LLC: (June 2013 – May 2015)**

➤ Tele sales Executive:

- Contact potential clients through calls, emails to offer them property consultancy services
- Arrange / Schedule viewing according to client availability
- Prepare and present business proposals to convince clients and secure a consulting deal
- Give clients recommendations and advice on appropriate property investments
- Receive inquiry and handle clients on phone or email professionally
- Sending the daily report to my line manager.
- Achieve sales targets set by the company

❖ **Richemont: (CRM) "Van Cleef & Arpels": (Jan 2010-March 2013)**

➤ Brand/Senior Ambassador

- Handling Inbound and Outbound calls.
- Receiving and answering client emails
- Sending emails to the boutique for after sale request or reservation and boutique appointment.
- Ensure the availability and the value of the product requested by the client.
- Trying to convince client to purchase the product by making product reservation (deposit).
- Taking a client appointment to visit the boutique to check new products.
- Handle customer service inquiries with sophistication for Chanel customers via phone and email.
- Provide warm, personable, professional and courteous service at all times.
- Utilizes proactive and intuitive techniques to increase customer experience by providing them with suggestions for products that match their interests and needs.
- Confident and driven to find solutions to customers issues
- Communicate with customers and exhibit genuine empathy when appropriate.
- Embrace the commitment to customer service and nourishes brand loyalty.
- Applies high-quality customer service guidelines while servicing customers.
- Other duties as assigned.