

NAIM FAYEZ DAWAGHREH



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SENIOR LEASING SPECIALIST | CRM | BUSINESS DEVELOPMENT | OPERATION MANAGEMENT | COLLECTION SUPPORT

Domain Exposure: Real Estate, Banking, Semi-government & Government Entities

PROFICIENCY MATRIX

An agile professional with **over 9 years** of experience in developing & implementing Sales and Leasing strategies for commercial and Industrial projects. Proficient in managing Clients' Events and Road Shows and International Assignments.

Expertise in Operation Management, Leadership skills, sanguine communicator and Effective Presenter, Driving diversified Work force and Customer Service Engagement.

Eminent in managing sales and Leasing Leads, Verification and Issuance of Legal Contracts, Customer Relationship Management, collaborating with various departments for driving Property handover related activities.

PROFILE SYNOPSIS

- Launched the Initiative to Lease Inventory units based on the Market Needs & Requirements.
- Strong analytical and critical thinking.
- Perform valid and reliable market research SWOT analysis.
- Expert in handling VIP & Elite Clients collections, possess in-depth knowledge about Contact Center Role for Inbound & Outbound Calls.
- Understanding business objectives and designing surveys to discover prospective customers' preferences.
- Competent in prioritizing tasks, handle diversifies workforce in a multicultural environment and engage with the top management.

EDUCATION

- Bachelor's Degree in Computer Information Systems** from Jordan University of Science and Technology, Jordan | 2010

Trainings:

- ✓ Management retail real estate professional, marketing, and leasing specialist
- ✓ Project management professional (PMP)
- ✓ Business development foundation, researching market & customer needs
- ✓ Business analyst & project manager collaboration
- ✓ Become a manager

Technical Skills: Microsoft operating system | Outlook Office | Adobe Photoshop

Seminars & Workshops:

- ✓ Middle East Council – Retail & Shopping Center
- ✓ Sharjah Aquarium – Event Management
- ✓ Dubai Land Department – Real Estate Market



CAREER TIMELINE

2016 – Present

Sales & Leasing Specialist
Sharjah Asset Management
Holding

2013 – 2016

CRM (Senior Executive) ⇐
Agents (Senior Executive) ⇐
Credit Control (Executive)
DAMAC Properties Company
LLC

2011 – 2013

Branch Supervisor
Ridha Al Ansari Exchange LLC, UAE

EMPLOYMENT OUTLINE

SHARJAH ASSET MANAGEMENT HOLDING, UAE | OPERATIONS and SALES & LEASING SPECIALIST | MAY' 16 – PRESENT

- Conduct survey of the property market to obtain information on competing lease rates and other trends that affect occupancy/rent.
- Accountable for handling Sales & Leasing Leads under retail and commercial division of SAMH.
- Reporting to Asset Management Chief, kept accurate records on collection activity of elite client's accounts with continuous monitoring.
- Collecting data on consumers, competitor and marketplace and consolidating information into actionable items, reports and presentations.
- Efficient in driving internal agency process; ensuring team adheres to process guidelines, and problem-solving issues to understand & execute established estimates & timelines.
- Develop and implement policies and strategies necessary for improving the profitability and efficiency of sales and leasing department.
- Launched the Initiative to Lease Inventory units based on the Market Needs & Requirements.
- Oversee the marketing and advertising of vacancies on media/advert channels to attract potential tenants.
- Devised Sales & Leasing policies and procedure including the yearly targets under Asset management department.
- Issued Legal Contracts & Sales Contracts post verification and attestation through Sharjah Real Estate Authorities
- Formulated performance report for the Executive Director based on the performance monitoring Sales and Leasing Team based on the set targets in coordination with the Head of Sales with detailed analysis.
- Participated and Organised various Sales & Marketing Events and Events organized by the Government Entities to understand the different aspects of the field and the business
- Customer service engagement by providing guidance based on needs and resolving complaints

DAMAC PROPERTIES Co. LLC | SENIOR EXECUTIVE (CRM) | JAN' 13 – MAY' 16

- Reached out to affluent Clients, assisted them in resolving any reported issues and abide by them till handover of the properties.
- Collaborating with internal departments and higher Authorities on closure of Client requests.
- Connecting with Clients for Payment schedules and to communicate details on project progress, RERA guidelines, contractual obligation, concept of owner's association and resolved queries including RERA approved Budget and Jointly Owned Property Declaration (JOPD).
- Accountable for Handing over units to customers, issue Payment Clearance Certificates and direct respective departments to process the Title Deed application through Dubai Lands Department.
- Managed Processing of client documentation and issuing No Objection Certificate to Dubai Lands Department for reselling of property in secondary market upon client's request.
- Handled team of 4, reviewed their individual performances, set their KPI's in accordance with the Head of the Department.
- Possess complete knowledge of Contact Centre Role for inbound and outbound calls.
- Managed routine operational functionalities of DAMAC Agents Team, review and verify the documents and credibility of the Agreements for the potential Agents, conduct audits of the agents to ensure authenticity, routine reports on team member's performances and termination of inactive agents.
- Adept in event organization for new launches of projects for Clients and Agents.
- Supervised Commission approval for agents and processed their payments through Internal Departments for sold properties.