



**SAAD HAFEZ**  
CUSTOMER SERVICE AND ADMINISTRATIVE  
MANAGER

📍 SHARJAH  
☎ +971551287336  
✉ SAADBINHAFEZ41@GMAIL.COM

**Skills**

**MS OFFICE**  
EXPERT  
■■■■■

**PROBLEM - SOLVING**  
EXPERIENCED  
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**LEADERSHIP**  
EXPERIENCED  
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**ANALYTICAL**  
EXPERIENCED  
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**Tally.ERP 9**  
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**Languages**

**ENGLISH**  
NATIVE  
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**HINDI**  
FLUID COMMUNICATION  
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**URDU**  
FLUID COMMUNICATION  
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**ARABIC**  
INTERMEDIATE  
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Skilled customer service professional with 4 years of successful management and leadership experience. Dedicated to bettering the customer experience with reliable timely assistance, helpful feedback, and respectful conflict management response. Confident communicator with the ability to lead colleagues, respond to customer inquiries, and mediate conflict. Enthusiastic and personable individual who enjoys working with people and building long-lasting relationships and loyalty. Passionate about creating organizational success and bettering brand reputation through serving customers in a truly memorable way.

**Experience**

**CITY TIME REAL ESTATE** **2022- PRESENT**  
ADMINISTRATOR MANAGER Dubai

- \*Overseeing day-to-day operations of the office, including administrative tasks, correspondence, and communication.
- \* Managing, organizing, and maintaining real estate documents, contracts.
- \* \*List properties on portals (Property finder, dubizzle, Bayut, etc. )
- \*Handling CRM and monitoring other Property advertisement portals.
- \*Submit required documents for each property to get Trakheesi Permit
- \*Assisting with financial matters such as invoicing, billing, processing payments, and maintaining financial records.
- \* Coordinating property showings, inspections, and ensuring properties are well-maintained and ready for viewing.
- \* Maintaining and updating databases of properties, clients, leads, and contacts.
- \*Assisting in marketing efforts by creating marketing materials, managing online listings
- \*Staying updated with real estate laws, regulations, and industry standards
- \* Utilizing real estate technology tools .

**HEALTHHUB CLINIC AL FUTTAIM** **2021- 2022**  
PATIENT RELATIONS EXECUTIVE Dubai

- \*Registering patient detail using clinic software
- \* Keeping good communication with patient
- \*Guiding the patient and understanding patient trying to say  
Visit patients to ensure that they are comfortable and satisfied with the services provided.
- \*Answers the patient queries with accordance of the clarification of payment they made.
- \* Reminds the patient for their next appointment with the doctor.  
Know the number of patients, new admissions, night problems, if any (REFERENCE: MR.NISHAD -MANAGER 971585336244)

**GRAND LAND REAL ESTATE** **2020- 2021**  
ADMINISTRATION OFFICER Dubai

- \*Operate telephone switchboard to answer, screen, or forward calls, providing information, taking messages, or scheduling appointments.
- \*List properties on portals (Property finder, dubizzle, Bayut, etc. )
- \*Handling CRM and monitoring other Property advertisement portals.
- \*Submit required documents for each property to get Trakheesi Permit \*
- \*Create and maintain spreadsheets in Excel
- \*Report to the Managing Director Preparing reports Edit property pictures and monitor inventory for sales and rentals
- \* Preparing real estate forms and documents Composing, editing, and drafting letters, addendums, and property-related contracts.

**DPR** **2019 - 2020**  
EVENT COORDINATOR Dubai

- \*Handle complaints on services provided, quality of wardrobe material and vendor performance.
- \*Submit recommendations to improve quality, cost and satisfaction with wardrobe services to Department Manager.
- \* Coordinated pickups and returns of samples to showrooms.
- \*Ensure quality check on all costumes prior to shows. Created inventory system for all costumes using MS EXCEL.
- \* Assist in pre-setting costumes and dressing the performers during the performance.

**Education**

**WESTFORD UNIVERSITY** **2019 - 2023**  
BUSINESS MANAGEMENT BBA

**THE ROYAL ACADEMY SCHOOL, AJMAN** **2018 -2019**  
COMMERCE HIGHER SECONDARY SCHOOL