MD SHAHAB UDDIN IQBAL

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Dubai, United Arab Emirates

PROFESSIONAL SUMMARY

Shahab Uddin Iqbal is an experienced real estate consultant with a solid foundation in customer support and sales. He began his career in 2011 and moved into freelancing as a Virtual Assistant for e-commerce startups in 2018. He then worked at Skytech Solutions Limited and later joined Ogram in Dubai as a Customer Service Representative. Shahab now uses his experience and market knowledge to successfully close deals in secondary homes in the real estate industry. He is also planning to make his step into off-plan properties.

WORK EXPERIENCE

Property Consultant   Jun 2024 - Present
Zahabi Homes • Dubai

Since June 22, 2024, I've been working as a Property Consultant, focusing on Dubai's secondary market to build a solid understanding and gain valuable experience. My skills include effective teamwork and independent work, allowing me to adapt to various situations and enhance my professional growth.

1. Diving into Dubai's market and its regulatory landscape.
2. Specializing in the secondary market for a comprehensive understanding.
3. Leveraging both teamwork and independent work skills for professional development.

Customer Service Representative   Feb 2024 - Jun 2024
Ogram.ae • Dubai, United Arab Emirates

Provide exceptional client support with prompt, accurate assistance, and effective issue resolution. Maintain clear communication, manage accounts efficiently, and contribute to process improvements.

- Deliver quick, accurate help and resolve issues through active listening.
- Communicate complex information clearly and manage accounts precisely.
- Upsell, de-escalate conflicts, and suggest efficiency improvements.

Customer Service Representative   Aug 2023 - Dec 2024
Royal Citadel Marketing Management • Dubai, United Arab Emirates

In a global trading environment, I exceeded sales targets by 15% through strong communication and listening. My focus on client trust boosted satisfaction to 90%, and targeted outreach increased new clients by 20%.

1. Exceeded sales targets by 15% with effective communication.
2. Boosted client satisfaction to 90% through trust-building.
3. Increased new clients by 20% with targeted outreach.

Customer Service Representative   Sep 2020 - Mar 2021
Skytech Solutions Limited • Sylhet, United Arab Emirates

I excelled in a fast-paced call center, achieving a 92% client satisfaction rate and boosting repeat business by 15%.

- Increased project enrollment by 20% and expanded the client base by 5%.
- Enhanced efficiency by reducing call handling time by 10%.
- Utilized active listening and empathy to build trust and drive client satisfaction.

EDUCATION

Computer Science and Engineering   Jan 2014 - Dec 2017
Metropolitan University • Sylhet, Bangladesh

Started computer science and engineering at the university, learning C, C++, HTML, and networking.
Although I left in my third year, my passion for technology remained strong. This course reignites my drive,
aligning with my strengths in networking and market analysis, and offers a chance to refine my skills in the IT
field.

Science   Jun 2009 - Oct 2011
Kazi Mohammad Shafiqul Islam College • Cumilla, Bangladesh

During my 11th and 12th grades, I studied core science subjects including Physics, Chemistry, Biology, and
Higher Math, as well as my native language Bangla, English, and General Math. This foundational education
significantly shaped my career.

SKILLS

- **Communication:**
1. Information Radiator
2. Active Listener
3. Tailored Communicator

- **Leadership:**
4. Delegation & Empowerment
5. Recognition & Feedback

- **Organization:**
6. Project Planning
7. Resource Management
8. Task Prioritization

- **Time Management:**
9. Realistic Scheduling
10. Progress Tracking
11. Change Management
12.
- **Problem-Solving:**
13. Identifying Issues
14. Root Cause Analysis
15. Creative Solution Development

PROFESSIONAL CREDENTIALS

- Computer Fundamental
- Graphic Design