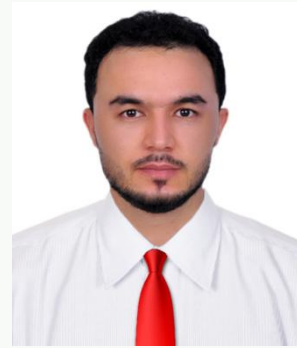


## Mazahir Ali

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Phone: +971-588-878502

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## Profile

Dedicated Customer Service Specialist and Real Estate Consultant with a strong track record of delivering exceptional client support and driving successful property transactions. Skilled in building lasting client relationships, problem-solving, and providing personalized real estate solutions. Experienced in property viewings, negotiations, and documentation management, with a deep understanding of market trends and compliance requirements. Seeking to leverage my customer-focused approach and real estate knowledge in a dynamic organization committed to excellence.

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## Work Experience

### Customer service specialist and Real Estate Consultant

Sandscape Real Estate, Dubai (February 2024 – Present)

- Provided personalized customer service, resolving inquiries and issues promptly to ensure client satisfaction.
- Maintained open communication with clients, providing regular updates throughout the transaction process.
- Actively listened to client feedback to improve service quality and address concerns effectively.
- Assisted clients in buying, selling, and renting properties with tailored solutions.
- Conducted property viewings, sharing key details and guiding clients through the process.
- Negotiated deals focused on client interests while ensuring compliance with regulations.
- Prepared and finalized legal documents, ensuring accuracy and adherence to standards.
- Maintained market knowledge to advise clients on property values and investment opportunities.
- Built strong relationships with clients and stakeholders, fostering trust and repeat business.

### **Sales consultant/Support Trainer/Teller**

Travellex Foreign Currency Exchange, Dubai Airport (Aug 2017 – Aug 2023)

- Led a team to meet strict company standards.
- Conducted regular staff reviews and coaching sessions.
- Managed team operations and motivated team members.
- Performed cashier duties, handling cash transactions accurately and efficiently.
- Executed currency exchange transactions, ensuring accuracy and compliance with regulations.
- Balanced cash drawers at the end of each shift, ensuring no discrepancies.
- Processed refunds and exchanges, adhering to company policies.
- Provided training on currency exchange procedures and best practices.
- Maintained accurate records of all transactions and ensured proper documentation.

### **Sales Consultant/Teller**

Travellex Foreign Currency Exchange, Qatar Airport (Nov 2014 – Mar 2017)

- Provided excellent customer service.
- Managed the vault and handled extensive cash transactions.
- Ensured compliance with regulations.
- Identified and mitigated risks in transactions.
- Processed currency exchanges for customers, ensuring accurate and timely transactions.
- Assisted customers with Western Union transfers and other money transfer services.
- Answered customer inquiries about exchange rates and financial products.
- Handled cash and foreign currency transactions with high accuracy.
- Provided information on current exchange rates and financial services available.

### **Cashier**

La Marquise Restaurant, Satwa Dubai (Aug 2014 – Oct 2014)

- Delivered exceptional cashier service.
- Maintained accuracy and safety of the till.
- Addressed customer needs efficiently.

### **Supervisor**

Zyara Restaurant, Media City Dubai (Jan 2013 – Aug 2014)

- Greeted and advised customers.
- Handled customer inquiries and complaints.
- Trained and supervised staff.

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## **Skills**

- Cash Handling
  - Sanctioned Checks
  - Problem Solving
  - Customer Service
  - Team Management
  - Ability to Work Under Pressure
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## **Education**

Diploma in Electronics: Punjab Technical Board (2008-2011)

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## **Certification:**

Cisco Certified Network Associate (CCNA): Corvit Institute, Rawalpindi (2011)

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## **Personal Information:**

Date of Birth: 21 Mar 1992

Nationality: Pakistan

Languages Known: English, Urdu, Arabic, Punjabi