

MARIYAM POONAWALA

Receptionist & Administration |
Customer Service | Sales



Contact

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Dubai U.A.E

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Education

2005 - 2006 Mumbai University
Bachelor Of Commerce

Skills

Technical & Sales Skills

- CRM Management
- MS Office Suite
- Lead Management
- Google Work Place
- Data Entry & Record Management
- Report Generation & Target Tracking

Customer Service & Communication Skills

- Multi Channel Communication
- Client Relationship Management
- Conflict Resolution & Negotiation
- Multitasking & Time Management
- Documentation & Reporting

Administrative & Organizational Skills

- Warm and professional front-desk reception
- Call handling, scheduling, and correspondence
- Accurate data entry and file management
- Event coordination and multitasking
- Confidential, organized, and detail-oriented support

Language

- English
- Hindi
- Gujarati
- Marathi
- Urdu
- Spanish

About Me

To be an integral part of a dynamic team, taking responsibility, implementing innovative ideas, and utilizing my communication skills to lead, motivate, and inspire. Committed to driving organizational growth through collaboration, efficiency, and continuous improvement.

Experience

Newton Training Center
Dubai

Jan 2025 – Present

Academic Counselor

Advise clients on selecting job-oriented courses based on their education and career goals. Drive student enrollment by meeting targets through effective counseling and persuasion. Support clients in achieving career growth and salary advancement through relevant programs. Promote programs aligned with industry demand and future job market trends.

Neptune Developers
Mumbai

2022 – 2024

Real Estate Agent – Client Relations

Assisted clients in buying, selling, and renting residential and commercial properties. Built and maintained strong client relationships to ensure satisfaction and repeat business. Conducted property viewings, negotiations, and guided clients through the documentation process. Provided personalized solutions based on client needs, budgets, and market trends. Achieved monthly sales targets while maintaining high service standards.

Reliance Money
Mumbai

2013 – 2015

Customer Service Specialist | Virtual Support & Multi-Channel Communication

Experienced Customer Service Professional delivering virtual support via voice, email, and chat with fast, accurate resolution. Skilled in troubleshooting, product guidance, and secure account handling. Strong background in live market analysis and client portfolio management across equities, commodities, and mutual funds. Committed to providing professional, empathetic, and knowledgeable service for a superior customer experience.

King Lord English High School
Mumbai

2007 – 2010

Receptionist & Admin Assistant

Greeted visitors, handled phone/email inquiries, and scheduled appointments. Managed student records, admission forms, and daily attendance updates. Assisted with school events, exams, and official correspondence. Supported Principal and staff with clerical and coordination tasks.

Additional Roles

Psychotherapist & Counselor
Fashion Designer
Graphic Designer