

MARIYAM POONAWALA

PROFESSIONAL SUMMARY

Dedicated Customer Service & Administration Professional with over 10 years of experience in client relationship management, reception, administration, sales, and virtual support. Skilled in handling multi-channel communication, resolving issues with empathy, and ensuring client satisfaction. Known for professionalism, attention to detail, and the ability to multitask in fast-paced environments.



PROFESSIONAL EXPERIENCE

Newton Training Center – Dubai, U.A.E. Academic Counselor | Jan 2025 – Present

- Advise Students and professionals on job-oriented courses.
- Support enrollment targets through counseling and persuasion.
- Guide clients on career growth opportunities and industry-aligned programs.

Neptune Developers – Mumbai, India Real Estate Agent – Client Relations | 2022 – 2024

- Assisted clients in buying, selling, and renting properties.
- Conducted property viewings and negotiations.
- Provided personalized solutions based on market trends and client needs.
- Consistently met monthly sales targets.

Reliance Money – Mumbai, India Customer Service Specialist, Virtual Support | 2013 – 2015

- Delivered customer support via voice, email, and chat.
- Guided clients in equities, commodities, and mutual funds.
- Handled secure accounts, troubleshooting, and portfolio management.

King Lord English High School – Mumbai, India Receptionist & Admin Assistant | 2007 – 2010

- Greeted visitors and managed calls, emails, and scheduling.
- Maintained student records, admissions, and attendance.
- Assisted in events, exams, and official correspondence.

EDUCATION

Bachelor of Commerce (BCom) – University of Mumbai,
2005–2006

ADDITIONAL ROLES & INTERESTS

Psychotherapist & Counselor | Fashion Designer |
Graphic Designer

CORE SKILLS

- Customer Service & Client Relations
- Reception & Front Desk Management
- Multichannel Communication (Phone, Email, Chat)
- Sales & Negotiation
- CRM & Lead Management
- Event Coordination & Scheduling
- Documentation & Reporting
- Time Management & Multitasking

TECHNICAL SKILLS

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

LANGUAGES

- English (Fluent)
- Hindi (Fluent)
- Gujarati (Fluent)
- Marathi (Fluent)
- Urdu (Fluent)
- Spanish (Basic)

☎ +971 58 276 2343 |

✉ mariam81poonawala@gmail.com

📍 Dubai/Sharjah, U.A.E