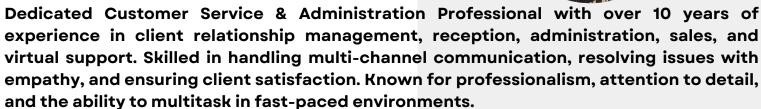
MARIYAM POONAWALA

PROFESSIONAL SUMMARY





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, CRM & Lead Management properties.
- Conducted property viewings and negotiations.
- Provided personalized solutions based on market
 Time Management & Multitasking 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
- Event Coordination & Scheduling
- Documentation & Reporting

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)

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Dubai/Sharjah, U.A.E