



Simi Mushtaq
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PROFESSIONAL SUMMARY

Motivated professional with expertise in property management, client relations, and process optimization. Skilled in improving occupancy rates, rent collection, and streamlining documentation. Strong track record in cross-functional coordination, customer service, and enhancing operational efficiency. Focused on delivering results and fostering long-term business success.

PERSONAL DETAILS:

Date of Birth: 20 August 1999
Nationality: Pakistani
Phone: +971 551956920

SKILLS:

- MS Office (Word/Excel/PowerPoint/Outlook)
- Report Writing
- Data Analysis
- Customer Service
- Office Administration
- ORACLE

LANGUAGES:

- English
- Urdu
- Punjabi
- Hindi

CERTIFICATIONS:

- Skills in Supervision
- Sales & Customer Service Skills
- Brand Yourself
- Advanced MS Excel

INTERPERSONAL COMPETENCIES:

- Adaptability
- Collaboration
- Critical thinking
- Problem solving
- Self-starter
- Active Listening

ACADEMIC BACKGROUND:

University of Education	2016-2020
Bachelors in Business Administration (Hons.)	3.55 CGPA

EXPERIENCE

SALES OFFICER CUM FOLLOW UP

KHR REAL ESTATE - DUBAI, UAE

APR'24 – PRESENT

- Generated and followed up leads to convert prospects into clients.
- Negotiated offers and successfully closed property deals.
- Managed accurate lease documentation and maintained tenant records.
- Built and maintained long-term relationships with clients for repeated business.
- Increased room occupancy by 20% through proactive follow-ups with potential customers.
- Coordinated with the watchman for timely rent and DEWA payments by overseeing daily tasks.
- Improved billing efficiency by generating DEWA bills promptly and streamlining payments.
- Maintained accurate tenant move-in and move-out records.
- Boosted rent collection by 25% through a proactive follow-up system with tenants.

SALES CORDINATOR

HI TECH LUBRICANTS LIMITED – LAHORE, PAKISTAN

FEB'21 – FEB'24

- Ensured timely and complete documentation for retail outlet proposals, enhancing operational efficiency.
- Drafted legal agreements and managed franchisee communication, reducing legal review time by 25%.
- Coordinated with the sales team, organizing key documents and improving productivity by 30%.
- Supported fuel order execution, boosting order fulfillment efficiency by 25%.
- Resolved customer issues, reducing complaints by 20% and improving satisfaction.
- Developed a sales dashboard, improving reporting accuracy and decision-making speed.
- Addressed prospect queries, reducing response time by 20%.
- Maintained accurate customer and prospect data to support operational processes.
- Prepared purchase requisitions (PR) and purchase orders (POs), ensuring timely procurement and inventory management.

GYM RECEPTIONIST - INTERNEE

LAHORE GYMKHANA CLUB – LAHORE, PAKISTAN

AUG'20 – SEP'20

- Greeted and assisted members and visitors
- Provided information on gym services, classes, and membership options.
- Registered new members, processed renewals, and updated member accounts in the gym management system.
- Addressed member concerns, complaints, and service-related issues to ensure a positive experience.
- Responded to inquiries via phone, email, and in-person, ensuring excellent communication and customer satisfaction.