



## PROFILE

Motivated and client-focused professional with over 5 years of experience in customer service, wellness, and real estate industries. Adept at building strong client relationships, resolving concerns efficiently, and providing personalized service in high-paced environments. Proven ability to manage front-desk operations, support sales, and ensure client satisfaction through excellent communication and organizational skills.

## EDUCATION

- **BACHELORS IN BUSINESS ADMINISTRATION**  
Uganda

## PERSONAL DETAILS

- Gender - Female
- Nationality - Ugandan
- **Passport No - A00377902**
- **Visa Status- Employment Visa**
- **Language - English**

## SKILLS

- Customer Service Excellence
- Front Desk & Reception Management
- Appointment Scheduling
- Real Estate Sales & Client Handling
- Conflict Resolution
- Communication & Interpersonal Skills
- CRM and Booking Software
- Time Management
- Team Collaboration

# SHADIA NAMARA

## CUSTOMER SERVICE / REAL ESTATE EXECUTIVE

☎ +971 557428631    ✉ namarashadiahsava@gmail.com

## EXPERIENCES

### Customer Service Executive

The Pad Pilates and Dance – Dubai, UAE

2024 – 2025

- Welcomed and guided clients, ensuring an excellent experience from check-in to class completion.
- Handled phone/email inquiries and managed booking software for class schedules.
- Promoted studio services and membership programs to new clients.
- Assisted in organizing fitness and wellness events.

### Customer Service Representative

Oasis Spa – Dubai, UAE

2022 – 2024

- Delivered top-tier customer care, assisting clients with bookings, inquiries, and post-service follow-ups.
- Managed front-desk operations including scheduling, billing, and appointment coordination.
- Contributed to a 95% client retention rate through exceptional service delivery.
- Supported spa staff with daily operations and resolved client concerns professionally.

### Real Estate Agent

Musbon Real Estate – Uganda

2018 – 2021

- Managed property sales and rentals, conducted viewings, and negotiated deals with clients.
- Built a strong client base through proactive communication and market knowledge.
- Prepared contracts, maintained property records, and handled after-sale follow-up.
- Increased company visibility through community outreach and networking events.

## DECLARATION

I Declare The Above Information Are True To the best of my Knowledge.

**SHADIA NAMARA**