

SHIVANSH DUBEY (24 years young)

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Al Barsha1, Dubai, UAE

BUSINESS PROFESSIONAL

A highly motivated and disciplined Information Technology engineer having over 4 years of invaluable experience in Information technology, customer service that gained from Square Yards Real estate and Sobha LLC firms. I am skilled in numerous fields, including Real estate, website creation and Promotional campaigns, Customer service. The ability to handle complex assignments effectively and possessing the confidence to work as a part of a team or independently. Currently, I am looking for a suitable opportunity position with a futuristic company where I can excel, deliver, and achieve my potential.

CORE COMPETENCIES

- Microsoft excel • Strategic thinking • Microsoft Power point • Critical thinking • Microsoft word
- Problem solving • Tableau • Decision making • Leadership qualities • Conflict resolution • Time Management • Team management • Analytical mind • Supervisory skills • Attention to detail. • Superior IT skills • Presentation skills • Communication skills • Futuristic mindset • Customer management • Target achiever • Highly disciplined • Team player • Effective solutions • Social media analytics • Marketing strategies

CAREER CHRONOLOGY & ACHIEVEMENTS

Sobha LLC, Dubai, United Arab Emirates

Dec 2022 – Feb 2024

CRM Executive

- Responsible for clearing large number of customer queries daily.
- Managing customer walk-ins.
- Maintaining a daily tracker to ensure customer satisfaction.
- Dealing with large inbound calls and emails.

Square Yards Real Estate, Dubai, United Arab Emirates

Nov 2020 – Sep 2022

Portfolio Manager

- Responsible for managing portfolios of clients.
- Managed a team on increasing customer interaction.
- Boosting customer satisfaction using daily trackers.
- Creating community events to ensure customer engagement.

Right Track, Abu-Dhabi, United Arab Emirates

Oct 2019 – Nov 2020

Promotion Executive

- Held campaigns across various locations to educate customers about products.
- Focused on assisting customers to help boost the overall customer journey.
- Analyzing performance.
- Meeting set goals and deadlines to improve overall learning dynamic.

PROFESSIONAL QUALIFICATIONS

- Bachelor's degree in information technology from Middlesex University, Dubai 2022.
- Pursuing master's in business Analytics from Heriot Watt University, Dubai.

PERSONAL PARTICULARS

- Date of Birth: December 30, 1999.
- Nationality: Indian
- Visa Status: Golden Visa (Valid till 2034)
- Valid UAE Driving license.