

Mai ALEssawi

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Visa status: Employment visa



Objectives

Results-driven and highly motivated professional with a diverse background in real estate, executive assistance, and business development. Seeking to leverage my expertise in client relations, project management, and collaboration to contribute effectively to a dynamic organization.

CORE COMPETENCIES

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|------------------------------|-----------------------------|---------------------------------|-------------------------------|
| Real Estate Expertise | Project Management | Communication Skills | Team Collaboration |
| Client Relations | Business Development | Multilingual Proficiency | Administrative Support |

KEY SKILLS

- Sales & Business Development # Collaboration and Teamwork. # Multilingual: Mother tongue Arabic,, Fluent English,&Fair Italian
- Client Relationship Management. # Communication and Interpersonal Skills

CAREER HISTORY

Front Desk and Floor Supervisor – Aphoria Aesthetics Clinic- AlBarsha 1, Dubai July 24 – at present.

- Welcomed clients and managed appointment scheduling (Unite system – DHA integrated)
- Supervised front desk and floor staff to ensure smooth operations.
- Handled client inquiries,resolved issues professionally- Receive payments with tracking all the transactions- focused on the monthly targets
- Maintained accurate records and ensured confidentiality.
- Monitored floor activity, treatment room availability, and staff coordination.
- Assisted with inventory and supply management.
- Ensured adherence to hygiene, safety, and on-site protocols.

Front Desk Executive,SBF (Slimming & Rehab. Centre) – Time Square Centre, Dubai Nov 23 – June 24

- Answer questions and address complaints& Keep updated records
- Answer all incoming calls and redirect them or keep messages – (Tablet 10 – DHA SYSTEM USER)
- Prepare outgoing mail by drafting correspondence, securing parcels etc.
- Check, sort and forward emails – facilitating the booking, scheduling, rescheduling, and cancellation process
- Monitor office supplies and place orders when necessary with receive and report inflows and outflows – office expenses etc.

Assistant Salon Manager ,Cerise Beauty Salon , Sunset Mall , Jumeirah 3 , Dubai Feb 2023 – October2023

- Oversee daily salon operations&Tending to customer needs, inquiries, and complaints.
- Organize employees' shifts, considering peak times
- Order beauty products, like creams and essential oils and replenish stock (with owner supervision)& Receive payments
- Arrange and check a regular maintenance services for all equipment
- Maintain staff records, and working schedules-Fresha system, Groupon bookings
- Promote services, products and discounts while receiving a calls

Trainings at: Physio plus rehabilitation center (Al Wasl road) & Perla Dermatology clinic (City walk)

Freelance Real Estate Agent, Dubai Jan 2022 – Dec 2022

- Independently facilitated property sales and rentals in collaboration with real estate developers.
- Established and maintained strong relationships with clients to identify their specific needs and preferences.

Executive Assistant for Project Manager, Spanish Cooperation Office, Cairo & Abuja-Nigeria May 2021 – Dec 2021

- Coordinated and scheduled meetings, managing the Project Manager's calendar efficiently.
- Assisted in drafting and editing emails, memos, and official correspondence.
- Acted as a central point of contact for executives, employees, clients, and external partners.
- Facilitated travel arrangements and accommodations for business trips.

Business Development Executive, Hydra B.Solutions & Real Estate Services, Dubai-UAE Jan 2020 – Apr 2021

- Formulated effective management strategies, fostering collaboration and positive consumer relations.
- Initiated contact with potential clients, building rapport, and arranging productive meetings.
- Collaborated with cross-functional teams to ensure seamless project delivery.
- Conducted extensive research on organizations and individuals to identify new business opportunities.

Business Development Executive, NextStep Brokerage Services, Amman - Jordan Sep 2018 – Dec 2019

- Trained and recruited sales team members, ensuring a skilled workforce.
- Prepared accurate sales pipeline and forecasting reports for senior management.
- Consistently achieved quarterly and annual targets.
- Delegated tasks and set deadlines for efficient operations.
- Analyzed team achievements through detailed reports.

Senior Property Consultant, Wadi Degla Real Estate Developments, Cairo Oct 2016 – Aug 2018

- Reported to Senior Sales Manager, providing regular updates.
- Sold real estate projects to corporate and individual clients.
- Managed active sales pipelines and monthly revenue reports.
- Handled corporate deals and individual sales effectively.
- Conducted proactive follow-ups with potential clients.

Junior Property Consultant, Elite Brokerage Services, Cairo Jul 2014 – Aug 2016

- Reported to Senior Sales Manager, maintaining open communication.
- Sold real estate projects to corporate and individual clients.
- Managed active sales pipelines, providing timely updates.
- Generated monthly reports on revenue sales and profits for management.

EARLIER CAREER

Design Experience as a junior level at diversity of companies-2006/2013 Design Offices training / Dimensions for projects and design architecture / Image for furniture and fabrics /Architouch for office furniture

EDUCATIONAL QUALIFICATIONS

Bachelor Degree in Interior Design and Architecture, Faculty of Applied Arts, Cairo - Egypt Sep 2002 – Sep 2007

COMPUTER SKILLS

- 2D &3D AutoCad-Level 2, Autocad & 3DS max (Modeling), 3DS Max-Engineering Level 1, Microsoft Word-Powerpoint-Excel-outlook-CRM & KPI'ssystem

PERSONAL INFORMATION

Marital Status: Single