

BASIL ABRAHAM

Real Estate Professional Specializing in Leasing and Marketing

📍 Dubai, UAE

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👤 Objective Summary

Highly Experienced real estate professional with over 6 years of expertise in leasing and marketing, I have successfully identified and pursued new business opportunities, maintained positive relationships with clients and colleagues, marketed properties to potential buyers, negotiated deals, managed complex transactions and contracts, and effectively multitasked while paying strong attention to detail. I am confident in my ability to exceed expectations and achieve success in any real estate-related role.

Work Experience

Leasing & Marketing Supervisor | Abdulwahed Bin Shabib Investment Group LLC | Dubai | Dec 2020 to Present

- Overseeing Leasing and marketing operations for a portfolio of 85 properties. Including 60% residential properties and 40% commercial properties located communities are Dubai al Nahda, al Qusais, Deira Dubai, Bur Dubai, Muteena, Al Quoz 3, SZR, Al Barsha South 3, Jebel Ali Industrial Area 1, Al Jaddaf and Ras al Khor.
- Leasing and marketing of residential and commercial properties, such as apartments, villas, labor camps (Al quoz 2&3, Jebel Ali Industrial Area 1), showrooms (size), shops, offices, business centers, warehouses, and cold storage.
- Developed and implemented effective marketing strategies that increased tenant retention.
- Attend inbound and outbound inquiries, and negotiate the deal with prospective clients.
- Listing and updating the properties on different Portals such as Bayut, Dubizzle and Property finder.
- Conducted market analysis to ensure listing prices were comprehensive.
- Managed lead updates in the CRM system diligently followed up on all potential leads and scheduled for the property visit.
- Conducted weekly physical inspections of assigned portfolios to ensure properties were well-maintained and address any issues promptly.
- Preparing lease agreements and ensuring all the necessary paperwork is completed accurately and on time.
- Follow up with the maintenance team handing over and maintenance of the new and existing tenants.
- Coordinate with accounts and legal department for renewal and bounced cheques.
- Provide Excellent Customer Service to Clients throughout the entire leasing process.
- Achieving 90% of the monthly target set by the management and collaborating with property management to reduce vacancy rates through efficient leasing processes.

Leasing Consultant | Al Manarah Properties | Dubai | Aug 2017 to Jan 2020

- Generate new leads and Proficient in creating and managing property listings on various online portals.
- Build and maintain a portfolio of properties for Lease and conduct the property viewings.
- Prospect for real estate business and demonstrate a strong willingness to succeed.
- Close sales by understanding buyer requirements and demonstrating property benefits.
- Keep up to date with property market trends and knowledge of the legal requirements related to property lease in Dubai.
- Successfully negotiated deals resulting in an increase in sales price for sellers.
- Provide exceptional customer service and maintain positive relationships with clients.

Sales/Service Engineer| Al Noor Projects and Technical Service LLC| Muscat| Dec 2015 to May 2017

- Test and commission industrial automation, ELV, CCTV, and fire alarm systems.
- Demonstrate technical features of products to customers.
- Convey customer requirements to internal engineering teams.
- Provide sales support during virtual and onsite client meetings.
- Instruct customers on product use, operation, and maintenance.
- Maintain long-term relationships with customers and identify future requirements.
- Negotiate and close orders by agreeing on terms.

Customer Support Engineer| Serco| Bangalore, India| Mar 2014 to Feb 2015

- Provided technical support to customers via phone, email, and chat, ensuring prompt resolution of issues and timely escalation of critical problems.
- Diagnosed and troubleshooted software and hardware issues, collaborating with cross-functional teams to identify and resolve root causes and prevent future occurrences.
- Documented customer interactions and technical solutions in a comprehensive and accurate manner, maintaining up-to-date records and knowledge base articles for internal and external reference.
- Conducted remote and on-site training sessions for customers, empowering them to effectively use and troubleshoot their products and systems.
- Collaborated with product development and quality assurance teams to provide feedback on customer issues and identify areas for improvement in product functionality and usability.
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Technical Sales Engineer | Invocek Engineering Solution | Bangalore, India| Mar 2013 to Mar 2014

- Responding to sales inquiries and attending client meetings.
- Creating and sending out quotations.
- Conducting testing and commissioning of ELV and CCTV systems.
- Collaborating with team members to evaluate project progress and ensure quality work.
- Maintaining an organized and up-to-date client database.
- Providing product demonstrations to show how our offerings meet client needs.
- Identifying current and future customer requirements to tailor our services to their needs.
- Visiting potential clients to establish new business relationships.

Professional Skills

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| • Excellent Communication | • Time management | • MS Office Suite |
| • Customer Relationship Management (CRM) | • Leadership | • Proficiency In Property Management Software |
| • Business Development | • Marketing skills | • Sales and Promotions |
| • Risk Management | • Financial Analysis and Planning | |
| | • Conflict Resolution | |

Education

Bachelor of Engineering in Electronics and Communication| SSM College of Engineering| Tamil Nadu, India|
Higher Secondary education in Science| Mar Elias Higher Secondary| Cochin, India

Languages

English, Hindi, Tamil, Malayalam