



# FATEEN TAHIR

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## OBJECTIVE

To leverage my organisational and logistical skills in a dynamic courier company, contributing to efficient delivery operations and ensuring timely and accurate distribution of packages while maintaining a commitment to exceptional customer service.

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## EXPERIENCE

### Property manger (2017-2024)

#### Matco Developers Ltd

#### E-Commerce business CEO

### Skyline Home one Ltd (2019-2024)

At Matco developers I was able to Manage residential and commercial properties, overseeing day-to-day operations, tenant relations, lease agreements, and property maintenance. Implemented cost-effective strategies to enhance property value, conducted regular inspections, and addressed tenant concerns promptly. Proven track record of optimising occupancy rates and fostering positive landlord-tenant relationships.

Spearheaded e-commerce initiatives, leading a cross-functional team to optimise online sales channels. Developed and executed strategies to enhance user experience, increase conversion rates, and drive revenue growth. Managed product listings, implemented digital marketing campaigns, and analysed data to make informed decisions. Proven success in achieving sales targets and improving overall online presence for e-commerce platforms.

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## EDUCATION

Architecture (2017-2020)

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## AWARDS AND ACKNOWLEDGEMENTS

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- Certificate of Higher education in Architecture
- Recognised for outstanding performance and dedication to achieving team goals.
- Acknowledged for consistently delivering exceptional service and resolving customer issues effectively.
- Honoured for contributing creative ideas and solutions that significantly improved departmental processes.
- Received for surpassing sales targets and driving revenue growth.
- Commended for fostering a collaborative work environment and contributing to the success of cross-functional projects.

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## SKILLS

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**Communication:** Strong verbal and written communication skills, facilitating effective interaction with team members and clients

**Project management:** Proven ability to plan, execute, and oversee projects, ensuring timely delivery and meeting objectives.

**Analytical thinking:** Aptitude for analysing data, identifying trends, and making data-driven decisions to achieve business goals.

**Customer service:** Exceptional focus on customer satisfaction, with the ability to address inquiries and resolve issues promptly.

**Team collaboration:** Demonstrated success in working collaboratively with diverse teams to achieve common objectives.

**Time management:** Efficiently prioritise tasks and manage time to meet deadlines in fast-paced work environments.

**Adaptability:** Quick adaptation to new technologies and evolving work environments, ensuring flexibility and resilience.

**Problem solving:** Proactive approach to identifying and solving challenges to achieve optimal outcomes.

**Technical proficiency:** Proficient in Microsoft Excel, with a strong ability to learn and adapt to new technologies.

**Leadership:** Experience in leading and motivating teams, fostering a positive and productive work culture.