



## **Pouneh Hemmati**

### *Summery*

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-Profile: Female, 34, single  
-nationality: Iran  
-Current location: Dubai  
- Resident: permanent visa  
-Current position: customer support  
-current company: The One real state  
-preferred location: Dubai  
-tel : 0502525569  
-email : heart1353@yahoo.com

### *Work Experience*

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**July2008 – present**

The One Realest at

CRM (customer relation management)

I am responsible for:

1-check all the payments of customers, remind them and make report

2-follow the requests of customers

**20 Nov 2007- July**

AWA Properties

Customer support

This company is active in sales of house in good project of Dubai, Ajman, sharjeh (pre lunch and ready)

I was responsible for:

1-suppost customer and solve all their problem

2-filleing

3-contact to developer and solve the customers problem

4-contact to customer to pay their installments and...

- 5-look for receipts of customer's payments and check them
- 6-looking for the contract of customers and check them
- 7-accountant's assistant
- 8-enter the files to web site
- 9-Send all documents to developer and customer
- 10-present the projects (sales)

2000-2003

Medical Lab in Iran  
 Microbiologist  
 1-check blood and urine for bacteria  
 2-lab technician

## *Education*

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2004-2009

University putra of Malaysia

- Master of biotechnology of food by research
- 1- (project: detection and enumeration of bacteria in intestine of chicken by using pcr )
  - 2-teaching Lab techniques to under graduate students (Biotechnology lab)

1995-2000

Azad university in Iran  
 Bs in microbiology

## *Skills*

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Windows & office tools  
 -word, excel, PowerPoint      advanced

## *Languages*

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Farsi	Native
English	Fluent
French	not bad