



SHIVANI VERMA

REAL ESTATE & CLIENT
RELATIONS EXECUTIVE

CONTACT

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Dubai, United Arab Emirates

EDUCATION

2024 - 2025

LEEDS BECKETT UNIVERSITY, UK

- MA PR AND STRATEGIC COMMUNICATIONS
- GPA: 2.7 / 4.0

2021 - 2023

IGNOU UNIVERSITY, INDIA

- Master of English
- GPA: 3.2 / 4.0

2017 - 2020

DELHI UNIVERSITY, INDIA

- Bachelor of English Honours
- GPA: 3.0 / 4.0

SKILLS

- Client Relationships
- Public Relations
- Sales Support
- Lead Generation
- Real Estate Operations
- Digital Media, Social Media
- PR & Communication Strategies

LANGUAGES

- English ●●●●●
- Hindi ●●●●●

PROFILE

I am a recent graduate in Public Relations and Strategic Communication from Leeds Beckett University, UK, with hands-on experience in front desk operations, administration, sales, and digital media management. I enjoy building strong client relationships and using my communication skills to make processes smoother and people feel valued. I've supported teams in fast-paced environments, managed administrative tasks, and delivered high-quality customer service with care and attention to detail.

WORK EXPERIENCE

- Mint people, United Kingdom** JULY 2025 - JAN 2026
Front Desk Executive
 - Managed front desk operations, including guest check-ins, handling tills, and ensuring smooth day-to-day service.
 - Prepared and maintained stock reports, monitored inventory, and coordinated supply orders for bars and event areas.
 - Oversaw bar operations, including closing procedures, cash reconciliation, and ensuring compliance with health and safety standards.
 - Supported events from start to finish, assisting with setup, coordination, guest management, and logistics for diverse functions.
- RCSE (LTD), Leeds - United Kingdom** FEB 2025 - JUNE 2025
Sales Executive
 - Expanded a diverse client portfolio, driving 20% growth in repeat business through exceptional relationship management.
 - Developed tailored sales presentations, brochures, and promotional materials in collaboration with marketing to meet client needs.
 - Analyzed market trends and insights, shaping new sales strategies that boosted market share by 15%.
 - Closed deals and negotiated effectively to achieve 30% increase in sales revenue within the first year.
- Jones Lang LaSalle (JLL), Delhi - India** MAY 2024 - SEPT 2024
Administrative assistant
 - Provided a warm and professional front-desk experience by greeting clients, tenants, and visitors with courtesy.
 - Managed client inquiries, answered incoming calls, and provided accurate information regarding services, appointments, and property-related queries.
 - Coordinated and scheduled property viewings, meetings, and appointments for clients, brokers, and internal teams, leading to a 20% increase in appointment bookings. Implemented a new digital visitor management system, reducing check-in times by 50%.

REFERENCE

RUDIGER THEILMANN

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TEELA CLAYTON

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