

TAIMOOR ZUL-NO-RAIN

REAL ESTATE SALES & OPERATIONS SPECIALIST

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SUMMARY

Real estate professional with **10 years' experience** in sales, operations, and client services. Skilled in managing Pakistan's first real estate contact centre, handling property transfers, payments, and possession. Proven expertise in project launches, call quality, and administration. Strong track record of client satisfaction across major projects including **Bahria Town Karachi, Al-Rehmat, Central Park, and Bahria Greens.**

TECHNICAL SKILLS

Proficiency in CRM Systems	SEO – On-Page Optimization (Basic)	CSS (Basic)
Web Development Fundamentals	MS Word, Excel, PowerPoint.	JavaScript (Basic)
Blogging & Content Management	Complaint Management System	
Google Workspace	HTML (Basic)	

PROFESSIONAL EXPERIENCE

Bahria Town (Pvt.) Ltd. – Lahore **May 2016 - Present**
Supervisor— Pioneering Contact Center

- Led Pakistan's first real estate contact centre, managing multi-channel client communication.
- Oversaw property transfers, payments, possession, and administration with accuracy.
- Supported project launches and sales campaigns for major off-plan developments.
- Trained and evaluated CSRs, ensuring call quality, performance, and service excellence.

Zameen.Com & OLX | Pvt. Projects **Feb 2020 - Dec 2022**
Real Estate — Listing Agent

- Managed property listings on Zameen.com and OLX, ensuring accuracy and visibility.
- Optimized descriptions and images to drive buyer engagement and inquiries.

EDUCATION

Master— Mass Communication **Aug 2012 - Aug 2014**
Government College University— Faisalabad

- Specialized in journalism, social sciences, and international relations.
- Built expertise in research, reporting, and strategic communication.

Bachelor— Commerce **Sep 2010 - May 2012**
University of the Punjab— Lahore

- Studied accounting, finance, and business management fundamentals.
- Developed knowledge in economics, auditing, and organizational practices.

ADDITIONAL INFORMATION

- **Languages:** English (Fluent, C1), Urdu (Native), Punjabi (Native)
- **Certifications:** Certificate of Achievement – Customer Care, Bahria Town Lahore
- **Awards/Activities:** Best Employee of the Year (Sept 2019 & 2021), Bahria Town (Pvt.) Ltd.