





Zaid Mohammad Jamil Ziyoud

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 Dubai

 2002-05-18

 Jordanian

 Male

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Professional Summary

Multilingual and adaptable Marketing & Customer Relations Manager with a Bachelor's degree from Near East University (Cyprus). Over three years of hands-on experience in real estate marketing, scheduling, and client relations across the U.S., Europe, and the Middle East. Proven ability to manage high-volume Airbnb and Booking listings and execute digital and radio-based advertising campaigns. **Previously worked as Head Waiter at one of the top restaurants in Cyprus**, demonstrating professionalism in hospitality, welcoming service, and team leadership. Known for being flexible, reliable, and culturally fluent

Professional Experience

Real Estate Consultant

09/2025 – Present

- Manage property listings and client portfolios.
- Conduct property viewings and investment consultations.
- Advise clients on market trends, pricing strategies, and ROI opportunities.
- Negotiate deals between buyers and sellers to ensure mutually beneficial agreements.
- Build long-term client relationships through trust, transparency, and performance-driven service.

Head waiter - Cavada Kerem Lounge & Restaurant

10/2022 – 04/2025 | Cyprus

- Started as a Professional Waiter, delivering high-quality service in a fast-paced restaurant and lounge environment.
- Promoted to Head Waiter from the second year in recognition of strong leadership, service excellence, and team coordination skills.
- Supervised and trained waitstaff to maintain high standards of hospitality and customer satisfaction.
- Managed daily floor operations, ensured smooth service flow, and handled guest relations professionally.
- Collaborated with kitchen and management teams to enhance overall dining experience.

- Utilized strong communication skills in three languages to serve and engage with an international clientele.

Real Estate & Property Management, ASM Group

2020 – 2023

Philadelphia, PA & International (Remote + On-site)

- Marketing and Customer Relations Manager.
- Led marketing and client engagement strategy for the Philadelphia Greater Area.
- Managed social media and radio advertisements across U.S. and international markets.
- Served as liaison officer for Airbnb and Booking.com listings across 47 properties in Pennsylvania, New Jersey, Virginia, Cyprus, Amman, and Athens.
- Oversaw booking platforms, monitored KPIs, and implemented occupancy maximizing strategies.
- Coordinated team efforts and ensured consistency in property listings and tenant experiences.
- Scheduled open houses and maintenance for long- and short-term rental properties.
- Handled tenant communications and support, ensuring high satisfaction.
- Assisted in launching online showing systems and created localized marketing content.

Education

Bachelor's Degree, Near East University- Nicosia, Cyprus

2025

Major in International Relations Minor in Politics

Skills

- Real Estate Marketing & Social Media Management
- Airbnb & Booking.com Platform Management
- Content Writing & Advertising (Digital & Radio)
- CRM Software: AppFolio, Buildium (or similar)
- Strong ability to influence client decisions through trust-building and value-driven communication.
- Demonstrates professionalism and reliability, with strong adaptability, patience, emotional intelligence, and a deep cultural awareness, ensuring an exceptional hospitality experience for all guests
- Active listening and responding to guest needs
- Customer Service & Tenant Relations
- Cross-Market Property Coordination
- Multitasking & Remote Team Collaboration
- Client Persuasion, Negotiation & Closing Techniques
- Handling reservations and bookings
- Greeting and engaging guests warmly
- Handling complaints and conflict resolution professionally

Languages

English

Fluent

Arabic

Native

Turkish

Very Good

Work Eligibility & Availability

- Willing and able to relocate or work remotely across global markets.
- Open to full-time or freelance opportunities in real estate, hospitality, or customer service sectors.

Volunteer Experience

Volunteer

2021 – 2024

- Participated in organizing and distributing food baskets to low-income families prior to Ramadan.
- Collaborated with local teams to identify and support underserved communities.
- Contributed to logistics and on-the-ground operations each year.