

BEN SIN

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SUMMARY

Motivated professional demonstrating strengths in client engagement and problem-solving. Adapts strategies to meet diverse client needs, enhancing satisfaction and driving sales. Committed to delivering impactful results and contributing to team success.

WORK EXPERIENCE

Real Estate Group Manager, IPG Malaysia SDN BHD

MARCH 2023 - Present

- Cultivated relationships with property developers, investors, and estate agents.
- Assisted in property viewings, emphasizing key features and advantages.
- Followed up with potential buyers to secure exclusive deals and drive sales.
- Presented purchase offers to sellers, suggesting next steps.
- Interviewed clients to assess property requirements and preferences.
- Monitored market trends to pinpoint investment opportunities.
- Coordinated with solicitors and mortgage brokers to streamline processes.
- Built rapport with custom builders to foster growth opportunities.
- Addressed client inquiries promptly, ensuring satisfaction.
- Honoured with Rising Star Award (2023), Outstanding Agent Award (2024), and 6 Million Sales Award Q1 & Q2 2025.

Technical Consultant, Astro Malaysia Holding BHD

FEB 2017 - FEB 2023

- Resolved technical issues for customers through phone, email, and remote access tools to enhance client satisfaction and minimise downtime.
- Provided step-by-step technical support to guide clients effectively.
- Assisted in recommending system improvements and upgrades to meet evolving business requirements.
- Supported staff training on new technologies and software to bolster team capabilities.
- Facilitated customer setup of new systems, applications, and software.
- Participated in meetings with customers to assess and diagnose hardware problems.
- Engaged customers with targeted questions during troubleshooting to identify effective solutions.
- Communicated technical information to non-technical audiences using clear presentations and demonstrations.

Sales Representative, Wirakata Global SDN BHD

JAN 2015 - JAN 2017

- Delivered exceptional customer satisfaction through friendly service.
- Resolved customer issues and complaints using quick-thinking problem-solving skills.
- Achieved and surpassed sales targets consistently.

EDUCATION

SMK PANDAN INDAH - SPM

2008 - 2012

ADDITIONAL INFORMATION

- Skills : Delivered exceptional customer satisfaction through friendly service. Resolved customer issues and complaints using quick-thinking problem-solving skills. Achieved and surpassed sales targets consistently.
- Languages: English, Chinese , Bahasa Melayu
- Awards/Activities: Rising Star Award (2023), Outstanding Agent Award (2024), and 6 Million Sales Award Q1 & Q2 2025.