



# ANNE NICOLE SAN PEDRO

Al Nud Qasimia, Sharjah

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## OBJECTION

To get an opportunity where I can make the best of my potential and contribute to the organization's growth.

## WORK EXPERIENCE

### **Admin Assistant cum Receptionist (June 2021- June 2023)**

Al Maha Real Estate | Sharjah, United Arab Emirates

- Receives and Monitor incoming and outgoing calls and emails of the company
- Receiving customers in the reception area and directing them to the person in charge
- Assisting the customer of their queries
- Works as an assistant to Maintenance Manager
- Dealing with customers complaints and request for Maintenance
- Calling the building watchman to gather all the maintenance complaints in all the buildings on daily basis
- Preparing all the emails and correspondents needed
- Delivering good customer service to all customers all the time
- Managing all the finished/attested tenancy contracts for Tenants copy
- Maintaining the reception area always in order
- A support team during busy days mainly for leasing and accounts department
- Assisting the owner if they have any questions
- Preparing my own files for my references
- In-charge for applying SEWA connection for New Tenants
- Monitoring the end of contracts of the Tenants and sending renewal notices
- Managing inventory for office and maintenance supplies
- Handling some clerical and administrative jobs
- Arranging flight booking and meetings/appointments
- Monitoring the expiry dates of company documents such as Trade License, Establishment Card
- Monitoring the expiry dates of staffs documents such as Emirates ID, Passport and Visa
- Monitoring the Annual Maintenance Contract of All Buidlings such as Air Conditioner, Pest Control, Lift, CCTV and Fire
- Responsible for making Memo, Formal Letters requested by the Owner

## **Property Leasing Coordinator/Assistant Accounts (June 2023 – October 2023)**

Al Sarouj Real Estate Management | Sharjah, United Arab Emirates

- Managing the properties for Dubai, Sharjah, Ajman managed by our company which includes submission of cheques on the correct dates, coordination with the tenants whenever required.
- Assist in the coordination of real estate transactions, including paperworks, contracts, and documentation.
- Maintain and update the CRM System, keeping track of client information, property details and transaction history.
- Provide general administrative support to the team including filing, scanning and managing office supplies.
- Handle incoming mail, emails, and phone calls.
- Ensure compliance with real estate regulations, including documentation and record-keeping requirements.
- Addressing tenant inquiries, concerns and requests.
- Monitoring vacant flats and informing the maintenance supervisor to prepare the following flats.
- Proficiently navigating the Ejari Portal (DLD website) for creating, registering, renewing, and termination of leasing contracts.
- Managing rent collection, addressing late payments, bounced cheques.
- Ensuring accurate maintenance of property documents, such as Karta Mulkiya, Trade Licenses.
- Collecting rent, dealing with late payments, and handling operating expenses.
- Ensuring that documents required are completed (Booking Form, Tenant Information, Valid Passport Copy with Visa Page Residence, Emirates ID, Power of Attorney for Authorize Signatory, as well as co occupant's documents.
- Responsible for move out process of non-renewal and early termination leases as well as following up on expiring lease, sending notices, negotiations etc.
- Maintaining all lease file systems, both in paper format and electronically that may be easily accessed by the team.
- Prepare and distribute correspondence such as memos, notices and letters.
- Sending monthly renewal/non-renewal notices (90 days prior to expiry)
- Preparation of PDC posting and Depositing rental cheque on daily basis
- Collecting PDC Rental Cheque from Tenants
- Handling Ajman Tasdeeq System for New Contract, Renewal, Cancellation
- Creating/Sending Quotation for Tenants
- Collecting rental cheques, security deposits, commission, cash payments and prepare receipts.
- Preparing cheque payment for the contractors and suppliers
- Responsible for making sure that all cheques and cash received are deposited on time
- Responsible for receiving bounced cheques and deposit cheques
- Responsible for all rentals collection & follow up of outstanding on timely manners.

## QUALIFICATIONS

- Able to do the work using tools, like Google Drive, MS Office Tools like, MS Word, MS Excel, MS PowerPoint, Outlook and office equipments
- Able to use software such as Horizon and Falcon Pro
- Excellent written and verbal communication skills
- Experience working with customer support
- Ability to accept criticism and work well under pressure
- Able to multi-task, organize, prioritize work and manage time effectively

## EDUCATION

### *Year 11-12*

- *Science, Technology, Engineering and Mathematics*  
Far Eastern Private School, Sharjah United Arab Emirates

### *Diploma Courses*

- *ATHE Level 4 & 5 in Computing*  
University of Bolton, Ras Al Khaimah United Arab Emirates

## PERSONAL DETAILS

**Date of Birth:** 22 March 2001

**Nationality:** Philippines

**Gender:** Female