



NOURA CHAABANI

Sharjah, United Arab Emirates | 050-3004789

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Date of birth: 06/08/1986 | Nationality: Syrian

Visa status: Resident | Marital status: Single

PROFESSIONAL SUMMARY

Accomplished Property administrator/ coordinator with expertise in controlling tenants, leading a team and achieving the business target and hold a challenging position that enables me to prove my worth to my employers, and build up my professional career on solid grounds through furthering my knowledge and experience.

WORK HISTORY

LEASING MANAGER | July 2022 - Present.

Ibtikar Real estate - Sharjah, UAE

- Coordinate and negotiate with the flat owners and managing their flats.
- Stay Knowledgeable of the property market status.
- Advertise available properties and negotiate rental terms then finalize lease agreements.
- Renewing the lease contracts.
- Follow up with maintenance service team.
- Coordinating with legal department.
- Maintain and record regular inspections for the community.
- Preparing monthly reports.
- Administer and review all lease paperwork.
- Resolved customer queries and doubts over the phone and in Personal meetings.

PROPERTY ADMINISTRATOR | Nov 2018 to Aug 2020.

Continental Real Estate - Sharjah, UAE

- Received customers cordially by greeting them and providing them with information on vacant properties available for rent.
- Preparing weekly and monthly reports for the buildings.
- Renting properties and renewing the lease contracts.
- Quickly complete maintenance Service Request and inform the maintenance team.
- Answer questions for residents about community, repairs, rent, rules, etc.

OPERATIONS COORDINATOR / CALL CENTER TEAM LEADER | Dubai - July 2015 to Aug 2016

Premier Marketing Management – Dubai, UAE

- Managing mystery shoppers.
- Follow up with the clients
- Survey collector
- Preparing the weekly and monthly reports for the clients.
- Scheduling meetings for the employees.
- Scheduling duties for the call center team and follow up with them.

Property Manager | Jan 2012 to Jun 2015.

Oxford Real Estate – Sharjah

- Establishing rental rates by surveying local rental rates.
- Contracts with tenants by negotiating leases and collecting security deposit.
- Renting properties and renewing the lease contracts.
- Resolved customer queries and doubts over the phone and in personal meetings.
- Collect full details of property which includes photo shooting, arranging viewings.
- Follow up with maintenance service team.
- Maintain and record regular inspections for the community.

ADDITIONAL WORK HISTORY

- **FOLLOW UP OFFICER**, National Bank of Abu Dhabi | Sharjah - Sept 2009 to Sept 2010
- **Secretary**, Latheron Contracting Company | Sharjah - Apr 2007 to Dec 2008
- **RECEPTIONIST**, Dubai Towers Contracting Company | Sharjah Apr 2004 - Dec 2006

EDUCATION

- **Al Hikmah Private School - Ajman, UAE**
Secondary School, 2004
- **Institute of applied training - Sharjah, UAE**
International computer driving License (ICDL), 2005
- **Baghdad Institute - Sharjah, UAE**
Secretariat Skills for Executive Secretaries, 2005
- **Cambridge International College - Sharjah, UAE**
Sales Management and Marketing Diploma, 2008
- **Nadia Training Institute - Sharjah, UAE**
Advanced English course, 2010
- **Nadia Training Institute – Sharjah, UAE**
Business Communication Skills, 2010

TECHNICAL SKILLS

- Microsoft Office (Word, Excel, PowerPoint, Outlook)

SOFT SKILLS

- Customer service orientation
- Working knowledge of real estate law and leasing practices
- Excellent Communication and negotiation skills
- Active Listening
- Analytical & Complex Problem-Solving
- Work under pressure
- multi-tasking
- creative

LANGUAGES

- **Arabic, English:** Full proficiency

DRIVING LICENSE

- Driving license category (Light vehicle)