

MA RHEA GRACE CRUZ

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PROFILE SUMMARY

Highly qualified, tenacious, and well-accomplished professional with 11 years' experience armed with broad-based background and skilled with progressive experience to oversee the daily operations of a specific property, such as a commercial building or apartment complex; manage facilities maintenance, collect rent, scout and identify potential clients when properties are vacant and handle evictions; carry out various financial obligations such as the preparation of financial budget, collection of rent, and maintenance of financial statements. Display outstanding ability to resilient and persistent when faced with setbacks, willing to go above and beyond expectations to get things done in a timely manner. Determined to implement earned skills and knowledge for the rapid growth of the prospective organization by working effectively and consistently.

AREAS OF EXPERTISE

Human Resources	Marketing	Financial Management
Performance appraisal	Real Estate sales & purchases	Advertisement
Promotion	Presentations	Communication Processes

KEY SKILLS & COMPETENCIES

- Fully understanding property management and its financial aspects
- In depth knowledge of all rules and regulations surrounding property management
- Interpersonal savvy with strong communication and presentation skills
- Outstanding organizational and time-management abilities
- Ability to source and build relationships with prospective clients to expand business opportunities

EDUCATION

Bachelor of Science in Business Administration major in Financial Management
Bachelor's Degree Diploma
Bukidnon State University Philippines
June 2011- April 2015

Technical Education and Skills Development Authority
November 2006- 40 hours
Computer Operator
Vocational Course

EXPERIENCE

OFFICE ADMIN/LEASING CONSULTANT/ HR Coordinator

December 2020- Present

Al Mirqab Facilities Management/Real Estate- Doha, Qatar

- Schedules meetings and interviews as requested by the director of HR.
- Provide contact, advice and guidance to customers within the framework of the tenancy agreement and the relevant Association procedures. This includes the preparation of tenancy agreements, Handbooks and Information Packs for new tenants.
- Comply and ensure to provide highest housing standards for companies
- Actively promote and market empty homes in order to undertake the letting of homes within the Associations relevant policies and procedures, to ensure rent loss is kept to a minimum.
- Liaise with, and give advice to, the property managers on the prioritization of day to day repairs required for

the proper maintenance and improvement of all properties.

- sourcing new tenants, negotiating lease parameters, lease analysis and closing lease transactions with residential and corporate tenants
- Monitoring and working with the maintenance department and Facilities management company on tenant improvements in order to ensure that all lease occupancy requirements are met
- Establishing tenant, owner and industry relationships

FACILITIES CONCIERGE/COORDINATOR

October 2019- 2020

Maintenance Management Services (MMS), Doha Qatar

- Support the Facilities Manager in all aspects as needed.
- Manage and coordinate all on-site soft service operational and administrative duties.
- Receiving work request, assigning work orders, entering system data, and providing the overall system administration.
- Ensuring that site contractors undertake all work and conduct themselves in accordance with relevant policy on health and safety. They will be committed to maintaining a
- Provide tenants and vendors with assistance in all aspects of scheduling maintenance, communicating compound and tower procedures and supplying general information.
- Coordination to leasing officers on move in, until tuning over the villa/ apartment and Move out schedule,

FACILITIES HELPDESK SUPPORT/PROCUREMENT ASSISTANT

July 2017-October 2019

Al Faisal Holding- Al Jazi Real Estate, Doha Qatar

- Receives all the Facility Maintenance requests (e- mail, phone, fax, and other mediums)
- Ensures that all request is acknowledged with ticket number.
- Opens a “work request” on CMMS and forwards the reference number to the involved party.
- Disseminates the request to the concerned Concierge, Manager, Engineer or Supervisor
- Coordinate with the tenant for their desired of preferred schedule for the works.
- Submits daily, weekly and monthly reports as per the request of the Line Manager
- Prepare Material Request if needed and raise for Purchase Order for approvals from the line Managers
- Maintains contact with vendors regarding orders and merchandise, new products, market conditions, and trends; coordinates purchasing from on-site.
- Receives, inspects, and distributes merchandise to appropriate individuals; files damage claims with freight companies or vendors.

FACILITIES CONCIERGE/COORDINATOR/ADMIN ASSISTANT

August 2015- April2017

Maintenance Management Group (MMG), Doha Qatar

- Build sustainable relationships and trust with customer accounts through open and interactive communication
- Provide accurate, valid and complete information by using the right methods/tools
- Handle customer complaints, provide appropriate solutions and alternatives within the time limits; follow up to ensure resolution
- Keep records of customer interactions, process customer accounts and file document

STORE SUPERVISOR- RETAIL (Working Student)

Jan 2011- May 2014

CHARLES MINI MART- CDO PHILS

- Resolves customer complaints by investigating problems; developing solutions; preparing reports; making recommendations to management
- Monitors competition by gathering current marketplace information on pricing, products, new products, delivery schedules, merchandising techniques
- Focuses sales efforts by studying existing and potential volume of dealers
- Find dealers in accordance with the buyers’ needs, specifications, and affordability
- Developing innovative ideas to boost sales, and bring prospect listings