**VIVIANE**

Al Rigga, Dubai, UAE

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A well-organized professional with over eight-year experience in human resource selection and recruitment, orientation, counseling, performance appraisal and psychological evaluation, compensation and benefits structuring, corporate code of conduct streamlining, property management, Dubai real estate knowledge on tenancy contract, rent and sale, RERA knowledge and extensive administrative support function, is seeking for most suitable post that provides further professional growth and be part of a team of highly competent and skilled professionals of a multi-national company.

**CORE COMPETENCIES:**

* Goal-oriented and highly responsible with strong leadership capabilities and interpersonal skills
* Creative, resourceful, and adept at multi-tasking
* Organized, highly motivated, and can perform diverse tasks simultaneously
* Experience in organizational development, training design and project conceptualization in a manufacturing firm
* Familiar with other aspects of HR including compensation management, and benefits policies
* Acquainted with Real Estate CRM, Dubizzle, Propertyfinder and other Media Portals
* Knowledgeable to RERA Policies such us Rental and Sale Procedures
* With good communication skills

**PROFESSIONAL EXPERIENCE:**

**Administrative Officer**

Platinum Bay Real Estate – Emaar Gold and Diamond Park, Dubai, UAE

Sept 2017 – January 2018

**Responsibilities**:

* Managing online property portal (Dubizzle, Propertyfinder, Propspace & company website)
* Coordinate with property consultant for any leads received and posting of property advertisement
* Posting of job advertisement on line (indeed)
* Responsible of scheduling interviews for any candidate if any hiring within the organization
* Coordinate with the PRO for all visa processing
* Coordinate with the Developers in for agency registration and renewal of contract and updating sales inventory listing.

**Customer Service**

Ready Maids – Umm Hurrair 1, Bur Dubai, UAE

May 2015 – July 2017

**Responsibilities:**

* Fixing the regular customers according to the customer’s request (date, time & cleaner)
* Receiving calls from customers and other inquiries
* Assisting customers, providing brief and concise information with care about the services we offer
* Contact to the customers specially the Regular customers in official & friendly manner through telephone calls, email outlook, fax and SMS Broadcast
* Receiving complain from the customers and preparing the report for supervisor and manager
* Assisting the customers about their outstanding balance through email or telephone
* Organize and updating customer master in the system
* Contacting customers for house training, visit and other matter related to their regular schedule and cleaner
* Prepares entry passes daily/monthly or yearly
* Timely entering and updating customers details using Proaims GPS & monitoring the vehicle’s movement
* Updating if any changes in the schedule both customers and cleaners
* Preparing daily the driver’s list by allocating the number of cleaners per location
* Assisting the cleaners and giving idea and knowledge about their booking customers (key and other notes)
* Providing direction if not exact location to the drivers for the new booking or location
* Assisting drivers according to the daily schedule to the customers required timing
* Receiving complaints from the cleaner against the customers or even to Ready Maids colleagues
* Knows every cleaners work performance level and which cleaner to give to the customers
* Timely monitor every cleaner’s situation as to health condition, emergency, vacation, cancellation and renewal of visa to be process and to contact customers for any replacement required.
* Contact point of the supervisor, camp boss, drivers, cleaners and customer in circulation of schedule notice and/ or any changes.

**Administration/HR**

Candour Real Estate Broker - Al Barsha 1, Dubai UAE

July 2012 until March 2015

**Responsibilities:**

* Coordinate with senior management to identify all requirements and needs, and ensure the requested services are provided according to the quality and timelines expected
* Responsible for the day to day running of the office including: space planning and allocation; furnishings, equipment, supplies, security and other activities.
* Establish and sustain productive relationship with external vendors and service providers, including negotiating and securing preferential corporate rates
* Ensure updated administration policies and processes and employees’ compliance.
* Monitoring of daily attendance and leave application
* Manage the end-to-end recruitment process
* Organize job advertising, initial interviewing and selection processes, recruitment campaigns, etc.,
* Assess candidates through difference recruitment levels
* Understand where best candidates in the region and overseas are located and determine methods to attract quality candidate
* Liaise with Managers to build their recruitment pipeline
* New initiatives with regards to sourcing and attracting candidates
* Fill positions in a timely way
* Employ best cost effective recruitment strategies
* Handling company orientation on company policies, payroll, benefits, visa processing, sales and marketing procedures and CRM training
* Prepares Job Description to all levels of position through-out the organization
* Prepares employee performance evaluation
* Process all necessary documents needed for medical insurance, RERA training course and examination and other company benefits.
* In-charge of documentation such us employee files, company license registration, RERA registration and individual broker registration.
* Creates individual company email and all other media portal access
* Handles Dubai Land Dept. online documentation such us renewal of broker and online payment.
* Prepares monthly payment voucher for all agents with commission and monthly employee salary through WPS System.
* Prepares cheques for monthly bills such us DEWA, Telephone and Internet payment
* Schedule and monitor company driver for his daily task and gradually minds him the schedule
* Daily submits report to the Administrative Manager to keep her track of the on-going transactions for RERA and other Administrative works.

*Career Highlights:*

* Established company CRR, organizational structure, PDQ and Employee Performance evaluation.
* Market properties by posting ads on the website and sending out emails to all agents and real estate contact.
* Prepares MOU, Tenancy Contract, Receipts for payment, and cheque collection
* Arrange schedule for viewing of properties
* Discuss with owners and buyer for property matter such us market price and other concerns
* Update system from time to time and monitoring Dubizzle and Propertyfinder XML matter
* Schedules weekly meeting for all agents and MD
* Serves as Tele Marketing, acquiring properties by sending emails and calling owners from data base
* Assist PRO in all types documentation as to RERA and Visa processing

**Recruitment**

Rebisco Group of Company

July 2006 to Dec. 31, 2011

**Responsibilities:**

* Hire new applicant for Plant and Office Division
* Conduct orientation
* Endorsement of file to payroll section.
* Conduct and administer psychological exam
* Conduct initial interview

**Career Highlights:**

* Also assign in computation of weekly compensation in plant division.
* Computation of sickness, maternity and other company benefits.
* Capable of facilitating the appropriate training and development.
* Be able to supports the production VP and HR Head in motivating initiatives required.
* Assists the HR Head in managing capacity / chain plans and organization.
* Develops rapports with the external institution for recruitment function
* Act as Employee Relation in all personnel with disciplinary actions
* Act as Receptionist in the absences of the front desk in charge

**TECHNICAL SKILLS:**

* Proficient in MS Office applications like Word, Excel, Power point, CRM, etc.
* Knowledgeable in other stand alone and web-based computer programs.
* Good command of English communication.

**EDUCATION AND TRAININGS:**

* 2005 – **Bachelor of Science in Psychology** - Xavier University

**PERSONAL INFORMATION:**

* + Date of Birth December 2, 1984
  + Philippine National
  + Speaks English, Tagalog and Cebuano
  + Salary Expectation: AED 5,000/-