



RHEA MARIE C. TAGARAO

DUBAI, UAE | Mobile #: (+971) 553341884; | rheamarie_tagarao@yahoo.com

PROPERTY MANAGER; CLIENTS RELATION OFFICER; PROPERTY SUPERVISOR - Experienced in Property Management (Master Key System), Leasing Management (Ejari System) and Facilities Management

Accomplished, results-driven property management professional with 8 years of experience, skilled at providing extensive service, seeking a position in residential or commercial property management.

Highly qualified in service-based positions requiring an emphasis on customer/client satisfaction in a fast-paced environment. Strong interpersonal skills; effective collaboration with management, vendors, co workers and clients to build positive and cohesive business relationships. Multi-tasking, highly organised individual able to effectively prioritise on a daily basis. A critical thinker and respected liaison for client escalation issues; adept at providing creative solutions to client problems. Effective mediator, ready to embrace new challenges and contribute to the organisations overall success.

CORE STRENGTHS

Leadership & Management:

- Hiring, Training and Coaching
- Relationship Building & Retention
- Sales/Marketing/PR/Media Relations
- Analytical & Decision Making Skills
- Tenant Relationship Management & Complex Problem Solution
- Office Management
- Highly organised

Property Management Expertise:

- Property Management (Master Key System)
- Lease Management System (includes Ejari Registration)
- Facilities Management
- Office Administration
- Housekeeping Management
- Customer Service/ Client Satisfaction
- Mediation/Contract Negotiations
- Research & Market Analysis
- Budgeting, Forecasting & Reporting
- Microsoft Office including Outlook Proficient
- Health and Safety Administration

PROFESSIONAL EXPERIENCE

KEY ONE PROPERTIES – (Dubai, UAE): PROPERTY MANAGER

-May 2018 to October 2018

Managed almost 200 Residential and Commercial Units

- Serves as the “Jack of all Trades” to the organization
- Assure that Standard Operating Procedure will be followed, and policies will be implemented
- To check the context of any documents especially tenancy contract in adherence to current rental law and advise any amendment if necessary to safeguard the interests of both the Landlord and Tenant in legal aspects
- Responsible for being the first point of contact for both Landlords and Tenants and for ensuring that each tenancy runs smoothly all throughout the tenancy period.
- Prepares correspondences, reports, and costing for any related damages or charges within the concern properties to be presented to the Landlords or Tenants.
- Ensure that properties will never be left vacant for a longer period of time by keeping it updated to all of the online property portals
- Delivering reports to the senior management board on any findings.
- Providing advice and assistance to letting agents and potential clients and to attend with the general tenancy related queries.
- Dealing with any property maintenance requirements to ensure the up keeping of the property to maintain and enhance its value.
- Ensuring that all property team members are working to the required standards.
- Undertaking property surveys and preparing term maintenance plans.
- Overseeing all the necessary procedures of the tenancy contract.
- Ensuring that Landlords comply with current and relevant legislation
- Undertaking regular property inspections.
- Provide assistance and support in any Legal Proceedings in coordination with Rental Dispute Center from Land Department, Police Authority, DIFC Court and to other respective Authorities in terms of Eviction proceedings.
- Professionally resolve tenant complaints and property concerns.
- Guide and assist Owners in Property Hand-over from the Developer.
- Provide Client support for property transfer (off plan sale, ready property sale, gift property transfer from company to company) by preparing and obtaining necessary documents to be submitted to the relevant authorities (DLD, Trustees Offices, DIFC, and the like) and making follow ups with the same authorities to fast track the processing of the request.
- Provide assistance and support in notarization and attestation of legal documents such as Power of Attorney and other legal documents.
- Ensuring that properties are registered to its respective utility providers and to any Government required system (Ejari, Tawtheeq, respective Municipalities of the different UAE Emirates, etc.)
- Ensuring that each property operates according to the standard policy of its Building Management and up to date to any required fees like service charges to avoid any late fees penalties or any legal implication that may harm the interest of both the Landlords and the Tenants.

- Keeping the relationship and constant coordination with the Building Management to ensure the smooth day to day operation and services to both the Landlords and Tenants
- Keeping portfolio of the Owners/Landlords

KEY ONE PROPERTIES – (Dubai, UAE): CLIENTS RELATION OFFICER

-March 2015 to June 2018

Managed almost 200 Residential and Commercial Units

- Prepares correspondence, memos, reports, and costing for any related damages or charges within the concern villa or apartments.
- Prepare all necessary documents pertaining to the New Tenants (Tenancy Agreement, Rent Offers, and other required documents) through Master Key System.
- Ensure that Tenants were advised accordingly pertaining to the renewals of their existing contracts as per the RERA and as per the Tenancy Agreement.
- Perform the registration of the Tenancy agreement to the Ejari System.
- Perform the Check In and Check Out Inspection before and after the period of Tenancy Agreement.
- Make sure 100% standard status of every individual apartment or villa before the hand-over to our valued tenant.
- Coordinate to the Building Management office regarding to the moving-in and moving out of Tenants as well as their building-related concerns.
- Responsible to follow up pending collection or pending rental collection of the concerned villa or apartment including Bounce Cheques issues.
- Professionally resolve tenant complaints and property concerns; proven efficiency resolving emergency after-hour issues (on call-24/7)
- Assist in eviction proceedings,
- Coordination and monitoring of all Tenants complaints in their units

REGENCY GROUP HOLDINGS – AL ASMAKH REAL ESTATE DEVELOPMENT CORPORATION (Doha, Qatar): PROPERTY SUPERVISOR

-May 2014 to December 2014

Managed 594 Residential Units, with 5 Clubhouses (each has its own amenities: male and female steam room; male and female sauna room; indoor and outdoor swimming pools; gym; billiard room; bathroom and toilet room; Jacuzzi)

- Prepares correspondence, memos, reports, and costing for any related damages or charges within the concern villa or apartments.
- Performs as the head of the compound in the absence of the Property Manager.
- Make sure 100% standard status of every individual apartment or villa before the hand-over to our valued tenant.
- Coordinate to the head office regarding to the moving-in and moving out of villa & flat.
- Responsible to follow up pending collection or pending rental collection of the concerned villa or apartment.
- Responsible to monitor daily compound activities of maintenance department & housekeeping department working condition.
- Able to train all staff / personnel for Health Safety and Environment standard and procedures or any related topics.

- Able to maintain the highest possible standards of compound and its associates, staff and personnel who work is within.
- Communicate regularly with owners and investors on vacancy rates, tenant issues, physical condition of properties and financial expenses
- Professionally resolve tenant complaints and property concerns; proven efficiency resolving emergency after-hour issues (on call-24/7)
- Assist in eviction proceedings,
- Coordination and monitoring of Facilities Management work

GLOBALLAND PROPERTY MANAGEMENT, INC. (Philippines): SENIOR PROPERTY MANAGER
-June 2010 to January 2014

Managed 12 Projects, including Condominiums, Condotel, Subdivisions/Village and Dormitories. Each has its own amenities: Clubhouses with swimming pools; playgrounds; park; sauna and steam; library; etc.

- Manage, administer and maintain subdivision properties, including but not limited to: routine maintenance, repair and upkeep of the common areas of the subdivision; enforcement of house rules, By Laws and board resolutions; collection of association fees/assessments; supervise cleaning contractors of all common areas of the Subdivision; attending to and supervision of general maintenance requirements and security control; acting on and responding to all management complaints and items of maintenance; ensuring the observance and compliance with all rules and regulations relative to proper use of the Subdivision by all homeowners, guests and/or other persons within the Subdivision; and do such other thing that Globalland deems necessary or desirable for the purpose of maintaining and improving the facilities and services in the Subdivision.
- Monitoring of financial management and accounting of all funds of Subdivision;
- Discuss, evaluate and update current property management procedures, objectives and standards to be observed in the performance of their work;
- Perform any task that may be designated or assigned by Globalland for the purpose of promoting and enhancing welfare of the subdivision, the homeowners and residents thereof and/or of the Globalland.
- Ensuring that the management responsibility will be observed and implemented in all aspect:
 - **Technical Aspect** - shall be responsible for the routine maintenance, repair and upkeep of the common areas of the Subdivision
 - **Property Services** - shall accept full responsibility for the operations of the Subdivision services to an optimum economic level by monitoring the utilization of basic utilities at common areas and recommend possible means to achieve savings.
 - **Administrative Aspect:**
 - **Human Resources Administration**
 - **Enforcement of House Rules, By Laws and Board Resolutions**
 - **Assistance in the Formation of the Homeowners' Association**
 - **Housekeeping** - shall appoint and supervise cleaning contractors for the daily cleaning of all common areas of the Subdivision.
 - **Security** - shall ensure that the Security, Fire Services and Safety Systems are maintained to the highest possible standards.

- **Landscaping** - A green environment and a healthy landscape surrounding shall be
- **Financial** - will be responsible for the monitoring the management and accounting of all funds of Association through:
 - a. The implementation of the Accounting system and procedures;
 - b. The preparation of the annual budget; and
 - c. The preparation of monthly financial reports
- **Reporting** - shall keep complete, updated and accurate records of all transactions entered in behalf of the **Association** in connection with the Property Management.

LANDNET PROPERTY MANAGEMENT, INC.: PROPERTY ACCOUNTANT/PROPERTY ADMINISTRATOR **-October 2008 to May 2010**

- Responsible for the monitoring the management and accounting of all funds of Association through:
 - a. The implementation the Accounting system and procedures;
 - b. The preparation of the annual budget
 - c. The preparation of monthly financial reports such as Revenue and Expense report, Financial Statement and Cash Position Report.
 - d. Preparation of Collection Efficiency Report
- Responsible for all the administrative operations of the organization.

RI-CHEMICAL CORPORATION: ACCOUNTING STAFF **-April to May 2008**

- Assist in all the accounting reports and works such as:
 - a. The preparation of vouchers
 - b. Audit and Inventory
 - c. Assist the preparation and signing of checks
 - d. Financial Report

EDUCATION, LICENSES & TRAINING

- | | |
|---|--|
| <ul style="list-style-type: none"> ○ Bachelor Of Science in Business and Administration – Management Accounting
Liceo de Cagayan University,
March 2009 ○ MASTER KEY SYSTEM
Dubai, UAE ○ Ejari Training Program
Dubai Real Estate Institute
7th October 2015 ○ International Certified Bookkeeper (United Kingdom)
– Licensed
May 2009 | <ul style="list-style-type: none"> ○ Civil Service Eligible: Professional Category (Philippines)- Licensed
November 2008 ○ Property Management Training and Seminar ○ ISO 9001:2008 ○ Quick Books Pro 2010 Training & Seminar ○ Material Recovery Facility and Waste Management Training Seminar ○ Summit for the New Magna Carta of Homeowners' Association |
|---|--|

- Negotiation Skills and Techniques Seminar
- Activity Based Costing Training and Seminar
- Conflict Resolution Training
- Asset Management System Training Seminar
- Business Development Training & Seminar
- Accounting for Non-Accountant

PERSONAL SNIPPETS

Age	:	33
Date of Birth	:	November 15, 1985
Civil Status	:	Single
Passport No.	:	P8063314A
Country of Origin	:	Philippines
Country of Residence	:	Dubai, UAE

PERSONAL REFERENCE

Available upon request.