

Enalyn Gelacio

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Profile

Dynamic 8 years experienced in the diverse office environment of Real Estate as Administrator and 8 years in Customer Service. A very well trained and highly experienced professional, directing all operational aspects including distribution, excellent customer service, human resources, administration and sales in accordance with the company's objectives. Providing a leading role, training, coaching, development and motivation for staff and other personnel in real estate process

I'm a self-motivated person and have the value of hard work, professionalism, integrity and loyalty, believed that an aspiring individual should be governed by these values, in order to succeed and achieve personal goals.

Well versed in Microsoft Office application, Broker Pad, **MyCrm**, Salesforce and Prop Space CRM System. A seasoned professional who is a fast learner, adaptable in any assigned task, and expert in prioritizing duties. Dedicated and with excellent analytical, problem solving, organizational, coordination, and time management skills.

Objectives

To be able to accomplish a Position where my skills, capabilities, experience and accomplishment will allow myself for the opportunity related with career expertise and also to be able to exceed to the high standard of professionalism & quality service for the organization I may be associated with

Education

Graduate of Bachelor of Science in Tourism

Lyceum of the Philippines University- Intramuros, Manila Philippines

Year 1998 - Year 2002

Personal Info

Date of Birth: **September 7, 1979**

Civil Status: **Married**

Nationality: **Filipino**

Language: **English and Tagalog**

Visa Status: **Residence Visa**

Passport Number: **P4457832A**

Administrative Supervisor

ZMGPROPERTIES

Dubai UAE

February 2019 – Sept 2019

Administrative Supervisor

- Coordinate for the Developer company for Agency Agreement
- Send/Follow up with the Authorized person all Agency Agreement signature
- Responsible for emails for all the Developer company
- Responsible for emails for Bayut, Property Finder, Dubizzle, Just Property if there is some technical issue about the portals
- Assisting Agents issue with regards to their listings/ clients/ prospace etc..
- Preparing Form A, Form B (Buyer & Seller Contract) if needed
- Preparing MOU CONTRACT / FORM F if needed
- Monitor leads in Property Finder, Just Property, Dubizzle, Bayut and Property Wifi
- Creating/Editing/Merging/Deleting Accounts using Prop space CRM
- Creating/Editing/Merging/Deleting Accounts using Broker Pad Bayut CRM
- Responsible for adding USERS in Prop space
- Managing the Portals- Just Property, Dubizzle, Property Finder, Bayut & Property Wifi
- Assigning Premium, Signature, Hot and Featured Listings to Offplan Agents, Sales & Leasing
- Registering leads using Prop Space CRM if I have Incoming call leads and missed leads
- Monitor all the deals of the Agents in Props pace CRM
- Reports for Broker Commission and deals in Pipeline
- Monitors and update Commissions of the Sales Agent, coordinate to Finance
- Register in Trakheesi (RERA) all the LISTINGS for 10 digits TRAKHEESI PERMIT #
- Verified all Sales and Rental listings in Property Finder
- Monitors in Property Finder all the rejected listings
- Monitors missed call summary of the Agents
- Monitors all email leads of all the agents
- Prepares, organizes and maintains documents, reports and files
- Preparing the weekly report of the team showing the stats of the leads and listings per agent.
- Preparing KPI Report
- Handling and managing the listings of the Offplan Team

HR & Administrator

D A N D B PROPERTIES
Business Bay, Dubai UAE

March 2018 – Present

We are the official no.1 Emaar Broker
2017 (Alliance by Emaar).

Human Resource

- Prepares Non Disclosure Agreement for each staff.
- Keeping all the records of all staff.
- Systematized filing of all documents.
- Check and prepare admin and marketing attendance.
- Provided all the necessary forms, letters and information to the other departments
- In charge of company bulletin, check memorandums and notices from group and all departments.
- Maintain the office stationaries, files, reports and correspondences in hard and Electronic format.
- Prepares Employment Contract, Undertaking letter, NOC Letter of the Staff
- Communicate with the PRO for visa process
- Record details of inquiries, comments and complaints.
- Filing and document management of unexplained absences, leave forms and late attendances Manages all office administration responsibilities, including incoming and outgoing mails, faxes and filing.
- Coordinate messenger and courier service. Receive, sort and distribute incoming mail.
- Coordinate to Insurance of the company for the staff and CEO's family. Responsible for all renewal contracts of the Company.

Administrator

- Coordinate for the developer company for Agency Agreement
- Communicate with Agents for their commissions and Issue Acknowledgement receipts if needed.
- Preparing MOU Contract, FORM F, Form I (Agent to Agent Form) , Form A&B (Buyer & Seller Contract) and Preparing RERA Tenancy contract if needed
- Monitors and update Sales/ Leasing Transaction Report
- Monitors and update Commisions of the Sales Agent, coordinate to Finance
- Service Leadss in Property Finder, Just Property, Dubizzle, Liana, whats app and allocate to Leasing & Sales Agents.
- Monitor incoming emails and answer or forward as required
- Monitors missed call summary of the Agents and informed to Agents to call back
- Registering leads using myCRM and Prop Space CRM
- Preparing Offplan Property Sales Transaction Checklist
- Preparing Offplan Property Sales Transaction Slip
- Preparing Resale Sales Transaction Checklist
- Preparing Resale Sales Transaction Slip
- Preparing Lease Rent Transaction Checklist
- Preparing Lease Rent Transaction Slip
- Creating/Editing/Merging/Deleting Accounts using myCRM System
- Preparing monthly Commission Report for Sales
- In-charge for Commission Board for Sales & Leasing

HR & Administrator

D A N D B PROPERTIES
Business Bay, Dubai UAE

Marc 2018- Present

We are the official no.1 Emaar Broker
2017 (Alliance by Emaar)..

Senior Administrator

Topspot Real Estate Broker LLC
(Tameer Holding Investment Group) - Business Bay, Dubai
UAE

Sept 2015 – August 2017

We are a Real Estate Brokerage that is the sister company to the Developer Tameer who built the tallest residential building in the world The Princess Tower and the Elite Residence the 3rd tallest in Dubai Marina.

Administrative Executive

Smith & Ken Estate Agents
Dubai Media City

Sept 2013 - July 2015

Smith & Ken Real Estate is Dubai's leading Estate Agent, as shown by being awarded the Best Lettings Agency in the World for 2011 by the International Property Awards Board which is sponsored by Google, Bloomberg and Oman Air.

Administrator/ Property Management/ Accounts

- Registering leads using Prop Space CRM
- Preparing New RERA Tenancy Contract and MOU
- Preparing Sales Reservation Form and SPA
- Preparing Termination Agreement between the Landlord and the Developer
- Preparing Non- Exclusive Real Estate Brokerage Agreement
- Preparing Payment Plan Schedule for Sales
- Preparing Brokerage Commission Invoice
- Preparing Property Management Agreement for Sales and Leasing
- Preparing TPS Master file Report
- Preparing Commissions Report every month
- Preparing Form A& B (Buyer & Seller), Form I (Agent to Agent)
- Preparing Form F- Contracts
- Monitors agents deals for Sales and Leasing every other day
- Collecting and recording rent payments for Property Management
- Issue Property Checklist (furnitures list) of the Property
- Collaborate with finance and sales professionals to maintain accounts receivable
- Receive Rental payments, Security Deposit and renewal fee of the Property from the Landlord, Tenant or Other agents through various methods (cash, cheques payments etc.)
- Communicate with Agents for their commissions and Issue Acknowledgement receipts
- Answer phones and transfer to the appropriate agents
- Prepare and manage correspondence, reports and documents
- Coordinate messenger and courier service
- Receive, sort and distribute incoming mail
- Monitor incoming emails and answer or forward as required
- Handles all keys of the property for Sales and Rentals

Administrative Executive

- Registering New Residential Listings for Sales
- Registering New Residential Listings for Leasing
- Registering Leads using Sales force CRM System
- Registering Web Leads for Agent or LQ's to service
- Creating/Editing Reports using Sales force CRM System
- Creating/Editing/Merging/Deleting Accounts using Sales force CRM System
- Preparing Area Listing Reports for Agents
- Preparing Buyer and Tenant Lists
- Preparing weekly KPI Reports
- Preparing MOU and Tenancy Contract

Administrative Executive

Smith & Ken Estate Agents
Dubai Media City

Sept 2013 - July 2015

Administrative Assistant

Ayala Land Real Estate
Incorporated - Makati City,
Philippines

(January 2011 to April 2013)

Administrative Executive cont..

- Preparing Viewing and Appraisal Packs and Post Viewing Calls to Clients
- Managing/Analyzing Referrals, filing and keeping files in order
- Office Support (Printing, Scanning, Faxing, Etc.)

Compliance Division

- Registering STR (Special Transactions Register) for Sales, Rentals and Commercial listing
- Monitor and update STR and Issue STR's for new listings
- Liaise with Compliance Division to ensure listings registered according to RERA legislation and requirement

Covering Reception

- Welcoming clients to the office
- Answering all incoming calls using set questions to qualify enquiries
- Registering Incoming Call Leads for Agents to service and Managing Courier Requests
- Do the Post viewing calls. And Update Staff directories and District Allocation
- Monitor the agents who are in and out in the office for viewing
- Answer telephones and take messages; distribute incoming mail; operate scanners, facsimile machines and photocopiers;
- Prepares, organizes and maintains documents, reports and files.
- Create documents, spreadsheets and presentations; complete expense reports and other accounting forms; and answer routine inquiries from clients, agents and brokers.
- Provide clerical support to agents and brokers during the sales process. This involves photocopying sales documents, scheduling closing dates and securing public information about a property.

Older Experiences

Sales Associate/ Cashier

AZADEA Group - Dubai, UAE. (October 2009 - November 2010)

Customer Service Associate

Metro Bank Card Corporation - Ayala Ave, PH (July 2008- July 2009)

Cashier/ Management Trainee

Coffee Bean & Tea Leaf- Dubai, UAE (February 2007- June 2008)

Administrator/ Customer Service Associate

Globe Telecommunications Inc.- Makati City, Philippines (April 2003- December 2006)