

JOSE FELIPE CRUZ

ADMINISTRATOR / COORDINATOR

P +971 55 8941575

E jfcruz18@yahoo.com

A Abu Dhabi, UAE

L [Linkedin.com/in/josefelipecruz/](https://www.linkedin.com/in/josefelipecruz/)

HIGHLIGHTS & QUALIFICATION

- 5 years of professional experience in property management, facilities management, and customer service with Aldar Properties managing personnel and special projects.
- Certified in Document Control, with a high degree of proficiency in MS Office applications.
- Excellent communication and substantial coordination skills.

EXPERIENCE

Property Administrator

Provis Real Estate Management LLC

Abu Dhabi | November 2021 to Present

- Works closely with the program manager and provides administrative support as necessary
- Liaises with various departments to coordinate the requirements of the property and to deliver program delivery goals.
- Engages directly with customers to attend to their requests and complaints and coordinates with repair and other support services to provide solutions.
- In charge of following up on delinquent tenants and coordinating collection procedures with the Finance team.
- Facilitates move-out walk-throughs with tenants to identify required repairs and performs tours of the premises to prospective tenants
- Responsible for maintaining, uploading, and retrieving original leases and renewal documents in digital and hardcopy format for the property management office.
- Prepares monthly status reports for the property.
- Monitors tenant behavior and implemented corrective action to maintain order in assigned properties.

EDUCATION

Bachelor of Science in Business Administration

Amity University Online India
2023 to 2025 (*On-going*)

Bachelor of Science in Information Technology

University of Perpetual Help System
Laguna, Philippines
2012 to 2014 (*Undergraduate*)

Bachelor of Science in Electrical and Electronics Communications Engineering

Mapua Institute of Technology
Manila, Philippines
2009 to 2012 (*Undergraduate*)

Secondary School

Southernside Montessori School
Muntinlupa, Philippines
2005 to 2009

CERTIFICATION

Document Control

Filipino Institute
Abu Dhabi, UAE
October 2019 to March 2020

CHARACTER REFERENCES

Available upon request.

Has UAE driving License.

Property Coordinator

Nationwide Middle East Property LLC

Abu Dhabi | August 2021 to November 2021

- Handled tenants' inquiries both via telephone and email and ensured that their concerns were properly addressed.
- Provided customers with information on available services.
- Followed up on customer calls where necessary.
- Prepared quotations/invoices for the maintenance works on a property.
- Prepared expense billings on time for labor, plumbing, electrical, and other works for tenants.
- Introduced prospective tenants to types of units available and performed tours of premises.
- Maintained original leases and renewal documents in digital and hardcopy format for the property management office.
- Communicated effectively with owners, residents, and on-site associates.
- Delivered emergency 24-hour on-call service.

Receptionist, Data Encoder

Menalabs Medical Laboratory

Abu Dhabi | March 2021 to July 2021

Customer Service Representative, Data Encoder

Tamouh Healthcare

Abu Dhabi | November 2020 to February 2021

- Updated account information to maintain customer records.
- Responded to inquiries from callers seeking information.
- Maintained confidentiality of information regarding clients and company.
- Interacted with vendors, contractors, and professional services personnel to receive orders, direct activities, and communicate instructions.
- Documented all customers' information according to standard operating procedures
- Confirmed appointments, communicated with clients, and updated client records.
- Resolved customer problems and complaints.

Call Centre Agent

Khidmah LLC

Abu Dhabi | October 2017 to February 2020

- Handled tenants' inquiries both via telephone and email and ensured that their concerns were properly addressed to
- Evaluated and resolved customer complaints and feedback and escalated issues to the Supervisor
- Managed and updated customer database
- In charge of filing, mailing, correspondence, and other administrative tasks
- Documented all call information according to standard operating procedures
- Organized and detail-oriented with a strong work ethic.
- Used strong analytical and problem-solving skills to develop effective solutions for challenging situations.

- Acted as a team leader in group projects, delegating tasks and providing feedback.
- Demonstrated respect, friendliness, and willingness to help wherever needed.

Technical Support and Customer Service Representative

Teleperformance, Philippines

Manila | August 2016 to June 2017

- Monitored and maintained computer systems and networks within the organization
- Provided support and solutions to staff by identifying technical problems and guiding them through corrective steps
- Conducted installation and configuration of computer systems
- Responsible for diagnosing and testing hardware and software faults
- Improved system performance by identifying problems and recommending changes to management
- Analyzed call logs to be able to spot common trends and underlying problems
- Answered a constant flow of customer calls with minimal wait times.
- Participated in team meetings and training sessions to stay informed about product updates and changes.
- Actively listened to customers, handled concerns quickly, and escalated major issues to the supervisor.
- Clarified customer issues and determined the root cause of problems to resolve product or service complaints.
- Managed timely and effective replacement of damaged or missing products.
- Participated in the development of training programs for the staff
- Offered advice and assistance to customers, paying attention to special needs or wants.

Outbound Sales Representative

A Star BPO Solutions, Philippines

Manila | June 2015 to June 2016

- Provided customers with product and service information
 - Documented customer interactions and transactions, maintaining accurate records of all dealings.
 - Entered new customer information into the system and updated existing customer information
 - Achieved an average of 250 calls per day which is the target for the day
 - Contacted customers after the sales process to drive ongoing customer satisfaction and resolve issues and complaints.
 - Recorded customer feedback and sales data to improve sales and customer experience.
 - Provided information about available products and services, membership details, and purchase advantages.
 - Delivered scripted sales talks to customers reached via manual and automatic dialing systems.
 - Pitched products and services to potential customers, securing new deals and sales opportunities.
-