

# JOSE FELIPE CRUZ

## ADMINISTRATOR / COORDINATOR

**P** +971 55 8941575

**E** jfcruz18@yahoo.com

**A** Abu Dhabi, UAE

**L** [Linkedin.com/in/josefelipe-cruz/](https://www.linkedin.com/in/josefelipe-cruz/)

### 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.
-