

ERIC B. TAN

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OBJECTIVE

To gain knowledge and diverse range of experience in different matters and to attain a position that enables my skills and abilities where they can be utilized for the furtherance of the organization's goals and objectives.

BACKGROUND

- Knowledge of office practices and procedures; Record keeping systems and other related clerical tasks; telephone etiquette.
- Ability to multitask, prioritize and work well under pressure to meet tight deadlines, with minimal or no supervision
- Strong organizational skills and with high regards in keeping confidentiality and handling sensitive information.
- Strong ability to work with a variety of people.
- Immense ability to communicate with others and to assimilate and understand information, in a manner consistent with the essential job functions.

WORK EXPERIENCE

Property Sales and Leasing Executive

Bel Resheed Real Estate

Al Soor, Al Qasimiah, Sharjah

June 2018 – 15th July 2020



Responsibilities and Means:

- Market company properties, select tenants, make rental or lease agreements, collection of deposits and rent, solve tenant issues, and oversee eviction in case of rent agreement violation scenarios.
- Responsible for all administrative activities related to apartment rentals, including auditing, making appointments and preparing lease documentation in accordance with the community's established policies and procedures.
- Responsible for checking new resident files including Credit/Criminal history and Employer/Landlord verifications.
- Negotiate property sales contracts, scheduling its maintenance, managing building maintenance projects; compile all data for financial reports by regularly maintaining and updating all records and files.
- Follow up on the complaints, disturbances and violations of the tenants and assists to resolve problems and provide optimal level of service, following management rules and regulations.
- Handle all financial operational aspects of property like rent, property taxes and maintenance.
- Update the company about the physical condition of the property, and all financial arrangements.
- Perform ad hoc duties and as directed by direct manager.

Executive Office Coordinator

VP Executive Office- University of the East
2219 Claro M. Recto Avenue, Manila
July 2011 – March 2018



Responsibilities and Means:

- Provide clerical and general office support to offices within the University. Delegate tasks and responsibilities to other staff members when appropriate.
- Overseeing administrative policies within an organization and within the office; recommending changes as appropriate.
- Manage and maintain executive schedules, including scheduling travel and conferences, making appointments, and making changes to appointments.
- Liaise with internal staff at all levels
- Reading and analyzing submissions, letters, agendas, memos and determining significance; routing to appropriate personnel in a timely and efficient manner.
- Maintain knowledge by attending professional and technical educational seminars and workshops; review publications; establish professional and personal networks within the industry. Participate in societies relative to the business
- Organizing and maintaining files and records.
- Managing projects and conducting research.
- Preparing and editing correspondence, reports, and presentations.
- Providing quality customer service.
- Working in a professional environment.
- Interact with external clients
- Managing the day-to-day operations of the executive office

Customer Service Representative

Metropolitan Bank and Trust Company
Metrobank Plaza Gil Puyat Avenue, Makati City
February 2008 - June 2011



Responsibilities and Means:

- Process cash/check deposits, withdrawals, check encashment, fund transfers, remittance payments and other bank products and services.
- Conduct signature verification and post transaction adjustments to the Current Account/Savings Account (CASA) terminal.
- Handle outward clearing operations and perform end of day cash balancing.
- Respond to customer needs including cross selling of bank products and services.
- Identify customers, validate, and cash checks
- Perform specialized tasks like preparing checks, personal money orders and exchanging foreign currency
- Verify and receive loan and utility bill payments, as well as mortgage payments
- Record all transactions correctly and in compliance with bank guidelines
- Balance cash and check transactions at the closing of each shift
- Answer inquiries relating to current and savings accounts, as well as on other bank related products
- Open new accounts.

Project Coordinator

Smart Communications Inc.

Smart Tower Ayala Avenue, Makati City

June 2006 - December 2007



Responsibilities and Means:

- Deals with inquiries and accountable for client's overall customer satisfaction.
- Responsible for timely project completion, issue identification/resolution, and customer delivery.
- Ensures clients clearly understand status of project throughout all phases; including outstanding, pending and completed tasks.
- Manage both business stakeholders and technical project team.
- Over sight on all risks, issues, activities related to the project being delivered.
- Can analyse the needs of business and can translate it to the requirements that the build team can understand.
- Meet the highest standards and minimize the customers attrition rate.
- Performs daily project tracking including resource management, equipment tracking and workflow supervision of multiple projects.
- Collects and records documentation including customer set-up documents and implementation related information.
- Creates and executes project work plans and revises when appropriate to meet changing needs and requirements.
- Summarizes progress of project and prepares interim and project completion reports.
- Facilitates efficient and effective internal team and external customer meetings.

EDUCATIONAL BACKGROUND

College

Graduate of Bachelor of Science Major in Mathematics

University of the East- Manila, Philippines

Year: 2002- 2006

Secondary School/High School

Espiritu Santo Parochial School

Tayuman, Sta. Cruz, Manila, Philippines

Year: 1998-2002

Primary School/ Elementary

Malolos Central School

Sto. Rosario, Malolos City, Bulacan, Philippines

Year: 1992-1998

PERSONAL DETAILS

Date of Birth: August 08, 1985

Nationality: Filipino

Marital Status: Single

Visa Status: Tourist Visa

Driving License No: 701869