

# Noora Saleh Suroor

CURRICULUM VITAE



## SUMMARY

A reliable and talented individual offering extensive experience in properties, accounting, banking industry, and customer service, highly efficient and resourceful with excellent organizational, advanced time management, and problem-solving skills, possess a strong work ethic with the ability to perform effectively in a multinational environment.

## EDUCATION

**Banking and Finance Diploma** | Emirates Institute for Banking and Financial Studies, 2014

**Diploma in Programing (IT)** | Computer College - Dubai, 2006

## EXPERIENCE

**Union Properties | Motorcity Management office, Dubai**

Dec 2018 - Feb 2021

### ● Sales and Leasing Assistant

- ✎ Update the lease and sales database, prepare lease reports, and email renewal notices to tenants.
- ✎ Communicate with the buyers for contracts signature, receipts collection, and units' handover.
- ✎ Update sales reports and issue NOC for the utilities related to the rental portfolio and sold units.
- ✎ Handle complaints professionally and diplomatically while adhering to company procedures.
- ✎ Meet client for a new or renewal lease, arrange agreement, receive payment, and issue receipts.
- ✎ Follow up on refunds, bounced cheques, security deposit, and arrange for move-in or move out.

**Union Properties | Properties Investment, Dubai**

Feb 2016 - Nov 2018

### ● Accountant at Finance Department

- ✎ Receive and verify invoices to ensure accurate payment allocation and proper documentation.
- ✎ Monitor and supervise the timely updates of all transactions while ensuring accuracy.
- ✎ Attend suppliers' inquiries about pending invoices, prepare cheques and bank reconciliations.
- ✎ Act as point of contact for the insurance claims while ensuring proper document tracking.
- ✎ Prepare a variety of written communications and documents to ensure smooth workflow.

**Union Properties, Dubai**

Dec 2014 - Feb 2016

### ● Administrative Assistant at IT Department

- ✎ Perform general office duties, including handling calls, delivering messages, and greeting visitors.
- ✎ Handle scheduling for manager's calendar, prepare meeting agendas and all related materials.
- ✎ Carry out data entry, Update files and handle other administrative duties in support of office staff.
- ✎ Respond to telephone calls, assessing and resolving inquiries where and when appropriate.
- ✎ Coach new employees on administrative procedures, company policies & performance standards.



Date of Birth: 02 Jan 1987

Marital Status: Single



Dubai

United Arab Emirates



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HSBC Bank Middle East, Dubai

2007 - 2011

● **Clearing Associate at Centralized Clearing Centre - Network Service Centre**

- ☞ Encode and read the outward cheques and handle end-day balancing.
- ☞ Deal with posting transactions and verify technicalities of the inward clearing.
- ☞ Manage and supervise the work of clearing clerks in the Centralized Clearing Centre.
- ☞ Authorize clearing cheques deposit slips received from branches.

● **Unit Teller Officer at Corporate Service**

- ☞ Handle cash deposits, cash withdrawals, and post the in-house cheques.
- ☞ Stretch area of responsibilities to extend assistance and support whenever needed.

Emirates Post | Call Centre, Dubai

Jun 2006 - Dec 2006

● **Customer Service Agent**

- ☞ Respond to customers' inquiries and provide details about Emirates Post services.
- ☞ Undertake any other related duties as directed by the management.

**CORE COMPETENCIES**

- ☞ Strongly motivated to achieve optimal results and higher expectations.
- ☞ Capable of working well independently and as well as part of a team.
- ☞ Practical experience using Yardi Systems, Dynamics 365 & Oracle System.
- ☞ Network Document Processing Unit (NDP300).
- ☞ Aperta (AiDPS) Active Image Document Processing System.

**SKILLS**

- ☞ Microsoft Office Suite
- ☞ Interpersonal skills
- ☞ Teamwork and collaboration
- ☞ Working under Pressure
- ☞ Attention to Detail
- ☞ Communication skills
- ☞ Flexibility and adaptability
- ☞ Analytical mindset

**DRIVING LICENSE**

- ☞ Valid UAE Driving License.

**TRAINING**

- ☞ Customer Service Excellence.
- ☞ Anti-Money Laundry.
- ☞ Professional Email.
- ☞ Invest Bank | Retail Department:
  - Customer Service & Teller.
  - Remittance & Clearing.

**LANGUAGES**

- ☞ Arabic ★ ★ ★ ★ ★
- ☞ English ★ ★ ★ ★ ★
- ☞ Persian ★ ★ ★ ★ ☆

**HOBBIES**

- ☞ Swimming, Traveling & Horse Riding.

