

# NEETA NARENDRA CHOUDHARI

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- **Strong organizational skills** and the ability to build successful partnerships at all organizational levels; demonstrate good judgment **and** make timely and sound decisions
- **Work effectively** in a fast-paced environment and consistently prioritize tasks and meet deadlines.

## EDUCATION

- Graduation in commerce with specialization in accountancy & auditing as main subjects from Mumbai University.
- Post-graduation diploma in tours & travels from K.C College of management studies, Churchgate, Mumbai

## PERSONAL DETAILS

- Date of birth: 18 December 1979

## LANGUAGES

- English (Good)
- Hindi /URDU(Good)
- Marathi (good)

## Profile

More than 18 years of Experience in UAE which includes 13 years of experience in real estate sector & 3 year of Experience in other fields of Retail operations.

Dynamic, Go-getter and competent professional capable of handling a wide range of, customer service and operational functions and consistently producing top-quality work.

*Offering a track record of organizational excellence within high-volume environments that include...*

• **Client Servicing** • **Business Development** • **Quality Management**

## Profile at a glance

- Manage customers effectively by understanding their needs / expectations and systematically reviewing operations to provide quality products and services to meet / exceed customer expectations.
- Capable of providing high-quality customer experience, elevating customer satisfaction, while adhering to the quality standards and work processes and thus managing cost-effective operations.
- Possess good communication and man management skills with the ability to liaise with customers and administrative agencies.
- Recognized by peers/superiors for always exceeding organizational objectives.
- Proven ability to provide a high level of Customer Service surpassing market standards and maintain healthy relationship with peers.
- Ability to communicate at all levels & functions effectively whether individually or as a team.

## Areas of Strength

- Customer Relations
- Process Improvements
- Client Satisfaction
- Internal Controls
- Dedication and enthusiasm
- Quality Checks
- Task prioritization
- Query / Complaint Resolution
- Negotiation Skills
- Time Management

## Client Servicing

- ⇒ Delivering excellent customer service through various operations for rendering and achieving training services.
- ⇒ Responsible for resolving customer complaints on performance bottlenecks.
- ⇒ Providing value added customer services by attending customer queries and issues.

## Operations

- ⇒ Ensuring 100% adherence to Management policies for the operations related issues and customer stratification.

## Team Management

- ⇒ Monitoring a team of associates, thereby ensuring optimum performance.
- ⇒ Identifying and implementing strategies for building team effectiveness by promoting a spirit of cooperation between team members.

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**Professional Experience :**

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**September 2015 to June 2020: Meraas Holdings, Dubai, UAE**

Meraas was established to make a positive contribution to the National economy. By creating a portfolio of investments in various industry sectors, we seek to generate long term wealth enhancement to the economic and social development of Dubai.

**Assistant Manager Operations – Sales Operation and Compliance**

Supervise Sales Operation team and provide necessary training support, advice and guidance as and when required and review/validate relevant documents and initial approval forms and contracts prior to obtaining higher management approval.

***Working Responsibility***

- ✓ To provide full administrative support to sales operations function by ensuring timely preparation of Sales Purchase Agreement, Novation agreements, cancellation Settlement, Addendum to Sales and Purchase Agreements and Assigning the same to Co-Workers. I .
- ✓ Coordinating with other departments and sending manual drafted agreements for legal team for their approval and coordinating with Sales team for obtaining the required documentation from the clients.
- ✓ Initiating Payment extension request/Transfer of Plot ownership request and Merger of Plots on the oracle system for management approval.
- ✓ After the request approval on the oracle Preparing sales checklists for Sales Purchase Agreement, Amendment Letters, Change of Zoning Agreements, Resale Agreements and updating Oracle system and making documents ready for client signature.
- ✓ Review Sales and purchase agreements to check all requirements are met prior to sending for execution to the management.
- ✓ Ensure all sales transactions are adequately and appropriately supported as per approved sales policies and procedures
- ✓ Ensure complete valid documentation required for registration process.
- ✓ Timely maintain and update the sales file index on the network drive and ensure all the documents are scanned.
- ✓ and hyperlinked for easy access.
- ✓ Maintain and update hard copy files for all the documents.
- ✓ Perform regular follow-ups with the client (internal and external) by sending monthly reminder letters.
- ✓ Perform any other ad-hoc assignment as determined by the management.
- ✓ Have a full understanding and knowledge of laws pertaining to RERA regulations.
- ✓ To provide operational support to asset management team for all operational activities.
- ✓ Attending meetings and Business Conferences with prospective clients. (incase of requirement)

**Key Achievements Include:** Pearl Jumeira, Nad Al Sheba, Blue waters, Citywalk phase 2, Jebel Ali Hills, Satwa, Warsan, Jebel Ali Industrial and other various Projects.



**Company- DAMAC PROPERTIES LLC**

**Since 4th May 2010 to 30 Aug 2015**

**Administration officer (Business Development Department/Credit Control Department)**

### **Working Responsibility**

- ✓ Handling Renewal & cancellation of broker ID cards for the property consultants and applying for the new broker ID cards for the new joiner, arranging training for them with the RERA department(Dubai Land Department)
- ✓ Registering the units for the customers on Oqood, getting uploaded the correct project details and as per the units size on the Oqood. (i.e. Land department website)
- ✓ Processing the recovery waivers for the submission to the land department.
- ✓ Checking of NOC letters along with supporting documents for getting issued title deeds from the land department on the client's name for the completed projects.
- ✓ Checking of title deeds received from land department.
- ✓ Arranging documents for external auditing with RERA submission stamp.
- ✓ Verification, approval, execution and dispatch of agency agreements signed by the agents.
- ✓ Handling inquiries from the sales offices regarding creation of agent profile, information about the existing agents and agent commission) even following up with finance in regard to agent commission.
- ✓ Reassignment of agent profiles as per P.C and DOS as per the requirement.
- ✓ Preparing termination letters for the RNLS for the RERA submission as per project completion percentage of that particular project.
- ✓ Handling DIFC termination and preparing letters for the lapsing of caveat for the DIFC projects.
- ✓ Preparing weekly title deed reports and Monthly recovery along with the total deal closed by sales offices as per the P.C and DOS, Total leads received, and no of agents approved for that month.
- ✓ Coordinating with the IT departments in regard to in changes to be made in the IPMS system (Integrated Property Management system- Oracle)

### **Achievements:**

**Key Achievements Include:** Paramount Tower Hotel & Residences, Radisson Dubai DAMAC Hills, AKOYA, DAMAC Hills, and Loreto at DAMAC Hills , capital Bay, Park Towers, Smart Heights and other various Projects

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### **March 2009 – April 2010**

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**S.S. LOOTAH GROUP – HR &ADMINISTRATION** S.S. Lootah group is a 50 years old business conglomerate having diversified business interests (38 different business units) across the uae and overseas (canada, singapore, india, tanzania, sudan), actively involved in construction, real estate, trading, education, international joint ventures, energy, architects, it, healthcare, media, engineering, etc..

### **Working Responsibility**

- ✓ Modify and create job descriptions and consult with line managers regarding the creation, update or change in job descriptions, grading and related remunerations. Managing filing systems.
  - ✓ recording office expenditure and managing the budget.
  - ✓ organizing the office layout and maintaining supplies of stationery and equipment.
  - ✓ carrying out staff appraisals, managing performance and disciplining staff.
  - ✓ delegating work to staff and managing their workload and output.
  - ✓ holding meetings with senior management to review performance; liaising with other administrative teams.
  - ✓ writing reports for senior management, which may include reports on finances, staff performance, service development or an annual review.
  - ✓ responding to customer enquiries and complaints.
  - ✓ reviewing and updating health and safety policies and ensuring they are observed.
  - ✓ arranging regular testing for electrical equipment and safety devices.
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### **Company- DAMAC PROPERTIES LLC**

**Since June 2007 till 3rd February 2009**

### **Process and Support Administrator (Agents Department)**

### **Working Responsibility**

- ✓ Handling Lead Management system (entering all the name of potential clients received from valid agent with Damac interested in buying the property and assigning to particular property consultants and director of sales)
  - ✓ Training all the new Directors in process of Oracle system (related to leads, verification and IPMS)
  - ✓ Assigning and reassigning of profiles and leads upon request of sales offices and also as per instructions of director requirement
  - ✓ Attaining all the enquiries from Total 44 Damac offices.
  - ✓ Quality check of all the agent's agreements and forwarding them for Verification
  - ✓ Execution and dispatch of agreements after the approval and signature of Authorized signatory of Damac.
  - ✓ I am also authorized to sign on all the agreements at the time of quality check.
  - ✓ MIS records on daily bases of the back-office team.
  - ✓ Handling requests from all sales offices for training of New joined staff.
  - ✓ Dispatch of Agreements
  - ✓ Sending mass emails and welcome emails to all valid agents with Damac properties
  - ✓ Renewal and termination of agents upon request
  - ✓ Generation of selling agency agreements
  - ✓ Maintaining and updating excel sheets for Jordan, Saudi, Egypt agreements on daily bases,
  - ✓ Execution and Dispatch of agreements to Agents and Damac copy to Legal as Warehouse records.
  - ✓ Follow up with IT department on issues related to Oracle, and Integrated property management system.
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**COMPANY: SIGRUN REALTIES LTD (Since Sept-2006)**

#### **Executive Office Administration**

Company profile: the company is engaged in real estate, sigrun infra projects, and sigrun food, sigrun energy and sigrun express zones.

### **Working Responsibility**

- ✓ Front office & back office management
  - ✓ Handling admin work of office
  - ✓ Handling accounts of site office
  - ✓ Maintaining MIS records
  - ✓ Co-ordination with head office
  - ✓ Maintaining attendance records of the staff
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**COMPANY: LAL'S GROUP OF CO'S (DUBAI) UAE (Dec-2003 to May-2006)**

#### **Sales assistant/ Assistant to IT Administrator/ Hr Executive**

Company profile : the company is engaged in retail and wholesale trade business in the middle east having various shopping malls, supermarkets, hyper and chains of stores of readymade garments, catering, stationery and toys, gift apparel, and modern and stylish furniture in U.A.E, Oman, Qatar, Bahrain, Kuwait etc. major brands are homers, G200, bossini, Daiso, stage international, novelty, Mr. price, etc

### **Working Responsibility**

- ✓ Assisting the customers in furniture department
- ✓ Making sales order.
- ✓ Attaining the customer's problems and complaints
- ✓ Handling the customer service (home delivery) & cash counter
- ✓ Merchandising the showroom
- ✓ Navision3.7 version (another EPF from Microsoft) Oracle, MS office
- ✓ Team leadership

- ✓ Reporting to IT administrator/ Printing barcodes
- ✓ Purchasing entries
- ✓ Maintaining the Petty Cash Registers. Looking after personal documents of the staff like passports, certificates.
- ✓ Attendance report of all staff of Lals group
- ✓ Follow up with visa processing of the staff
- ✓ Booking the tickets for the staff, even for official visits
- ✓ Bank account problems of the staff

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**COMPANY - Air Travel Enterprises India Ltd (Jun-2003 to Nov-2003)**  
**Travel Executive** (IATA approval travel agency, Santacruz, Kalina)

- ✓ Air ticket booking on system as well as by calling Airlines.
- ✓ Issuing the domestic & international air tickets.
- ✓ Doing hotel booking, car rental.
- ✓ Looking after western union money transfer.
- ✓ Applying for visit visa.

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#### **Training & Courses:**

- Advance MS Office Courses
- Diploma in Computer Application (MS Word, Excel, Power Point and Internet Applications) ACE Computers

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#### **References**

- Upon Request.