

# Roshani Elizabeth Tauro

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## Experience

**SBK REAL ESTATE-Property Administrator/Customer Service  
(07/2020-05/2024)**

- Negotiate lease renewals within guidelines set by Management in order to achieve lease renewal goals
- Maintain accurate property records and files
- Provide exceptional customer service at all time by attending to resident concerns and maintenance issues.
- Coordinate tenant Move ins and Move outs
- Prepare Lease Contracts, Ejari, notices accurately and in a timely manner and handle end to end management of the building
- Follow-up on receivables. (Outstanding rent & bounced cheque's)
- Maintaining strong relationship with existing tenants and working on tenant issues to find good solution
- Responsible for reporting the results of all potential tenant background checks to management
- Providing detail reports about all aspects of the buildings to landlord and management for better property analysis.

**FSL Foods FZE– JAFZA (12/2016-03/2019)**

- Handling Reception Duties.
- Issuing TAX invoices and credit notes/Sending Statement of Accounts to the customers/Payment Follow- ups/Monitoring
- Responding Professionally to customer queries and accurately transferring the information to the concern Department
- Coordinating with sales team on the orders
- Assisting the sales team in preparing quotations and Contracts.

## Career Objective

- Property Administrator with 3 years 10 months Experience in managing Admin tasks
- Seeking a challenging position to leverage organizational, communicational skills
- Leadership skills
- Operational skills to support business growth
- Effective Negotiation skills
- Customer Service

## IT Skills

- Yardi
- PACT
- Zebras
- Orion
- Oracle Discoverer
- Tally ERP 9.0

## Education

Bachelor of Commerce- B.com  
Mangalore University – INDIA

- Analyzing orders from Key customers and follow-up for repeat orders and Keep the management informed
- Following up with the regular customers for product range expansion. Updating the customer regarding the delivery
- Coordinating with the remote area customers like Abu Dhabi, Fujairah & RAK in case of any assistance
- Maintaining Driver Trip sheet
- Carry Out administrative duties.
- Making Travel arrangements for sales executives.

#### **FERNANDES ALUMINIUM -INDIA (05/2015-12/2016)**

- Provide all necessary secretarial and office support to the Director and other staff.
- Provide required support to accounts department with respect to sending official correspondence on their behalf
- Maintain necessary documentation system for efficient and orderly storage and retrieval of documents/information.
- Ensure efficient and courteous answering of telephone calls/emails/faxes and provide necessary information and guidance or route them to appropriate channels for accurate information
- General correspondence when required including independent correspondence on secretarial discretion
- Preparing Invoices and Quotations and sending it to the concerned

PG Diploma in Human Resource  
– PGDHRM  
Roshni Nilaya(School of Social  
Work)

#### **Languages Known:**

- English
- Hindi
- Kannada

#### **References:**

Available upon request