



# Youssef Alti

## Asset Leasing Manager

### CONTACT DETAILS

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### EDUCATION

**Business Management – Lebanese University, Beirut, Lebanon, 2010**

**Essential management Skills, Berlin, Germany (Part of mini MBA Program)**

**Business English certified, Berlin, Germany**

### NATIONALITY

Lebanese

### LANGUAGES

English, Arabic and French

### LICENSED & CERTIFIED

- ✓ **RTA** driving licenses 2011
- ✓ **RERA** broker ID 2011/2019

### SUMMARY OF EXPERIENCE

I have over **13 years** of experience in Sales, leasing and managing of luxury properties in the UAE and in Lebanon. I am energetic, self-motivated, dynamic, hard working and highly experienced in the real estate industry.

My ability to proactively respond to all challenges in the industry has helped establish and maintain a database of loyal customers and maximize sales volume and profit.

### RESPONSIBILITIES – GENERAL

- Monitor, Verify and negotiate all expenses on the property to ensure it's minimized to the best possible level.
- Manage the leasing activities, tenancy contract, tenant affairs, approvals and coordination with landlord,
- Collection of rental incomes and other income related to the properties operations.
- To attend and investigate all queries and complaints from the tenants,
- Correspondence with the tenants, landlord, agents, vendors and service providers, by email, phone call, messages etc.
- Achieving highest occupancy rates and highest possible rents to maximize the income for landlords under the portfolio.
- Lease negotiations with walk in client's, agents, and existing tenants and make sure the rentals are collected on time.
- To supervise the property admin operations related to renewals, new leasing, rent approvals from the landlord, act as liaison between tenant and landlords.
- Excellent communication skills (written and spoken)
- Networking skills and Negotiation skills
- Building customer relationships and maintaining client loyalty
- Ability to multitask and complete tasks thoroughly and efficiently
- Exceptionally high levels of motivation, working both independently and as part of a team
- Continuous training and self-development
- Team leadership and training
- Strategic planning

### SKILLS – REAL ESTATE AND MARKETING

- CRM software
- Market and research analysis, Business development
- Budgeting and forecasting,
- Engaged, hands-on problem solving, from emergency repair calls to tenant conflicts.

### PROFESSIONAL EXPERIENCE SUMMARY

- **Urban Homes(Ghurair Group)** ,Dubai, Sr. Asset Manager-leasing (Jan-2020-till Current)1.6 years
- **CRE Real Estate Broker**, Dubai, UAE- Sales and Leasing Manager (2019)-1 year
- **Tebyan Development(Sparkle Towers)**, Dubai, UAE- Sr. Sales & B. Development (2017-2018)- 2 years
- **Al Hamra Development**, RAK, UAE- Senior Sales & Leasing (2014-2016)-3 years
- **Marriot Worldwide Ownership Resorts** , Dubai, UAE- (Short terms leasing) Sales Adviser and Marketing Coordinator(2011-2013)-3 years

#### Achievements:

- I managed to extend company property management portfolio of individual landlords over 200 properties and property management.
- Achieve monthly target on terms of leasing and property management.
- Participated in most of Cityscapes exhibitions and Dubai International Property Show (Dubai, Abu Dhabi, Al Ain , Kuwait , Lebanon , India , China and Russia)

### Urban Homes, Dubai, U.A.E

#### Sr. Asset Manager (Leasing/resale)

2020– Present

Skills and responsibilities:

- Maintaining records of income, expenses, signed leases, complaints, maintenance, etc.
- Attracting new tenants through advertising, property viewings, and encouraging referrals.
- Interviewing tenants and running credit checks.
- Prepares reports by collecting, analyzing, and summarizing data and trends.
- Addressing tenant complaints and inspecting vacated units.
- Collecting rent, dealing with late payments, tracking it, and handling operating expenses.
- Preparing reports on the financial performance of properties.
- Terminating leases and initiating eviction proceedings.
- Build and maintain a profile of property listings.
- Control Listings and monitor performance
- Coordinate with developers, organize signing of agreements and obtain the relevant NOCs and approvals.
- Solving maintenance issues.
- Coordinate rental agreements and file leasing information, background checks and security deposits.
- Build long-term relationships with new and existing customers
- Develop entry level staff into valuable salespeople
- Conduct market research to Identify and analyze competitors.
- Organize promotional activities, new offers and producing promotional materials
- Direct caller's requests and accurately record messages for staff and distribute the written messages to the sales team in a timely manner.
- Promote the image, products and services of businesses and other organizations.

## **Marriot Worldwide Ownership Resorts** **Sales Advisor and Marketing Coordinator**

*July 2007- 2013*

Skills and responsibilities:

- Sales and marketing
- Conducting presentations about the concept of property ownership where clients invest the right to use a luxury property or a portion of it for a certain time period.
- Responsible for generating leads and prospecting clients, explain the buyers on demonstration tours at our luxury property.
- Determine eligibility by comparing client information to requirements.
- Schedule appointments with prospective clients to create and deliver timeshare property presentations to explain the features, advantages and benefits of property.
- Develop referrals or / and leads through client contact and cold calling activities and perform regular follow up activities and identifying solid leads.
- Daily update Goldmine system of leads generated.
- Formulate properties tailored to the needs of the clients.
- Assemble detailed property portfolio and present it to clients.
- Build awareness and knowledge of the property market in UAE (and other) and study factors influencing property market.
- Collect full details of property which includes photo shooting, arranging viewings, showing the property to potential buyer.
- Sell hotels shares in various countries (Lebanon, Dubai, UK and France)

### **Hobbies**

Swimming, football and all kinds of sports

### **References**

Available Upon Request