

# **NOVIE TIMCANG OMANA**

**Al Nahda, UAE**

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## **KEY FACTORS**

- |                        |                          |                             |
|------------------------|--------------------------|-----------------------------|
| *Product Marketing     | *Relationship Management | *Product Development        |
| *Contract Negotiations | *Market Analysis/CRM     | *Strategic Program Analysis |

## **OVERVIEW**

Bachelor's Degree holder in Commerce major in Management Accounting with 15 years of work experience and has an extensive knowledge in Customer Relationship Management in Real Estate and Aviation Industry. Handled thousands of clients in both industry and has an outstanding record in handling complete end to end customer queries and complaints and hands on experience in tools like JDE, Oracle, Vocal Com and AMFM.

## **PROFESSIONAL EXPERIENCE**

**November 2018 – April 2020**

**Customer Happiness Coordinator/Leasing Coordinator**

**Arenco Real Estate**

**Dubai, UAE**

Managed Arenco buildings in entire UAE for the generation of monthly revenue, customer retention, and customer complain registration and maintenance lead generation. Full knowledge of RERA and Municipality attestation of other emirates including Sharjah and Umm Al Qwain and effectively drive post sales activity. Achieved the target in all the buildings handled with over 3000+ tenants

### Job Responsibilities

- Preparation/dispatching of renewal letters to the tenants
- Assisting the Customer Service Manager in relation to work aspect such as handling leases/renewals/follow-ups of rental payments/non-renewal feedback and documentation
- Handling disputes/complaints/answering inquiries and leasing of apartments
- Ensure all documentation are valid when uploaded in the system during renewal process
- Ensure timely recordkeeping of lease renewal/non-renewal
- Create lease contracts and receiving renewal documentations
- To send and conduct surveys if needed on related tenants' sponsored activities
- To coordinate and liaise to all concerned Departments
- Preparation of NOC for Sharjah exit formalities and follow-up on signed contracts and Ejari
- Up to date information on RERA executions/information
- Cross-selling of upcoming/existing projects and apartments
- Providing excellent service at par/post sales complaints and queries

**January 2018 – September 2018**

**Hospitality Service Agent**

**Hala Bahrain Hospitality**

**Bahrain International Airport**

Meet, assist and greet Hala Bahrain customers at Bahrain International Airport and assisting them through airport procedures, such as immigration, security and baggage drop off or claim to ensure a complete and high-quality service to their onward journey whether arriving or departing the terminal.

#### Job Responsibilities

- Arrange bookings for Hala Bahrain services from the customer service desks in the arrival and departure halls, lounge bookings and providing timely and adequate information to passengers as per their inquiry.
- Cross-sell and/or up-sell services to passengers
- Maintain and update records, databases of passengers, customers interactions and transactions, feedbacks
- Acting Shift Duty Officer in the absence of Shift Duty Officer

**July 2012 – December 2017**

**Marhaba Service Agent**

**Marhaba Bahrain**

**Bahrain International Airport**

Provides comprehensive and high quality meet and greet services to passengers, offering information and guidance to ensure they have a carefree journey.

#### Job Responsibilities

- Controls and coordinates the provision of Marhaba services and special handling services in order that passengers and airlines receive a total quality handling service.
- Ensures profitability and projection of Marhaba's image as a quality service provider.
- Manages and monitors the team consisting of sales staff, lounge staff and passenger assisting staff in order to ensure smooth operations

**April 2011 – June 2012**

**Personal Assistant to the Managing Director**

**Hasan Mansouri**

**Manama, Bahrain**

Works closely with the Managing Director to provide administrative support, usually on a one-to-one basis and helps managers to make the best use of their time by dealing with secretarial and administrative tasks.

#### Job Responsibilities

- Screen telephone calls, queries and appointment requests for the Managing Director;
- Maintain diaries of appointments set by him;
- Assists in recruitment of staff from Philippines and India;
- Maintain an organized filing system in Office (hard and electronic copies)
- Monitor and update all the Managing Director's properties, subscriptions, etc.

**April 2008 – May 2010**

**Records Assistant**

**Department of Education**

**Tagum City, Philippines**

My duties and responsibilities includes assisting in establishing and maintaining an actual continuing program for the management, preservation and disposition of records and checking and classifying official communications for release and filing.

**April 2006 – April 2007**  
**Overseas Technical Assistant**  
**Promos Technologies**  
**Taiwan**

Job Responsibilities

Part of diffusion module segregating the semiconductors raw materials to different areas ready for work for work in process.

**May 2004 – September 2005**  
**Accounting Staff**  
**Sunfire – A Management Corporation**  
**Davao City, Philippines**

Job Responsibilities

Responsible for the preparation of Accounts Payable Report, Accounts Receivable Report, Bank Reconciliation, Payroll, Trial Balance, Balance Sheet and Income Statement of the Sunfire Group of Companies to be submitted at the end of the month and coordinates with all concerned in the implementation of accounting policies and procedures.

## **EDUCATION**

March 2004  
Bachelor of Science in Commerce major in Management Accounting  
Ateneo De Davao University  
Philippines

## **CERTIFICATIONS AND ACHIEVEMENTS**

- NAJM Appreciation Certificate from Marhaba Bahrain (15 October 2012)
- Marhaba Customer Experience Certificate of Completion (01-09 July 2012)
- Successfully achieved all the targets and set goals and executed the financial plans
- Maximum reference selling of flat at highest base rate

## **NOTICE PERIOD - IMMEDIATE**

## **REFERENCES**

Ms. Manisha Singh  
Customer Happiness Manager  
Arencos Real Estate  
Mobile no. 058-1671223

Ms. Carla Maningo  
Deputy Finance Manager  
Arencos Real Estate  
Mobile no. 050-1093593

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