

CURRICULUM VITAE of
Renalyn Santos Bahandi
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Personal Profile

Results-driven individual with good educational background and qualifications in real estate; seeking for a reputable organization wherein I can fully utilize my knowledge and skills. Posses excellent communication, interpersonal, client convincing, customer service, problem solving and presentation skill. Dynamic, self motivated, dependable, cheerful personality and commendable team player. Known as results oriented individual with strong analytical skill and has sense of urgency.

Employment Background

Nadia Real Estate Broker

Real Estate Agent

11 May 2020 – Present

Duties and Responsibilities:

- Respond to leads in a timely manner and maintain consistent follow-ups to convert into viewings and close a deal.
- Manage all leads in the contact database, track the follow-ups and responses and try to convert to close deal.
- Analyze and understand client's requirements and financial abilities to advise appropriate options.
- If needed assisting clients in registering ejari, dewa and chiller.
- Posting listings, stay up to date on how listings are visible on the portals.
- Updating the CRM regularly and accurately.
- Compare properties to determine a competitive market price
- Mediate negotiations between landlords and clients to meet half way and end up signing of contract.
- Searching landlords and collecting required documents, and details about the available properties.
- Promote listings through social media, such facebook, Instagram and youtube.
- Handle difficult situation/clients in a positive and confident manner.
- Showing the properties with an enthusiastic and confident approach provide all the needed information to showcase.

Emirates-Dnata Group

Travel Consultant – Central Ground Services – Yalago (Hotel Bedbank) Operations

21 April 2019 – 31 March 2020

Duties and Responsibilities:

- Enthusiastically providing the highest customer service to internal customer and external third party customers.
- Successfully and accurately answering supplier/client questions and provide appropriate additional information
- Use Derwent and other technical resources as required and appropriate to ensure product arrangements are managed, amended and supported, maximizing customer satisfaction and revenue for Yalago customers.
- Take ownership of Customer Service Requests (CSR) which are raised and ensure they are actioned and completed within the committed Service Level Agreements (SLA)
- Handle refunds, complicated disputes, re-calculation of prices, price matches based on any changes in the itineraries or travel plans, and make necessary amendments as required.
- Ensure excellent working relationships with customers through timely and effective communication. Utilize Derwent as the principal tool along with offline coordination and communication with the respective suppliers.
- Respond rapidly and accurately to on-line/email requests for information
- Escalate issues in accordance with process and guidelines when necessary
- Responsible to meet all company policies and procedures

Sundial Tourism LLC

Business Development Associate (Own Time)

12 September 2015 -30 March 2019

Duties and Responsibilities:

- Demonstrates products and services as deemed necessary by clients and management
- Proposing strategies for the business development of the travel agency, schedules appointments and meetings as necessary
- Promoting and marketing the business, through Digital Marketing and create to new or niche markets
- Update social media, email marketing to gain exposure and leads for sale.
- Create flyers and latest promotions through Adobe Photoshop.

- Makes sure that sales target quota is achieved during a given period
- Liaising with travel partners, including airlines and hotels, to manage bookings and schedules, often one year in advance
- Managing the travel agency work activities and devising new tours and travel plans and packages.
- Generate new tourism partnerships and ensure revenue from hotels, airlines and other travel requirements
- Represent Sundial Tourism to the tourism industry including but not limited to committee and association meetings and travel trade events.

Belhasa Tourism & Travel, Dubai

Contracting Supervisor /Outdoor Sales B2B Online System

17 March 2012 – 05 September 2015

Duties and Responsibilities:

- Negotiating and closing contracts of Hotels and Apartments rates in the UAE region
- Requesting wholesaler rates, dealing with sales team regarding travel agency promotions.
- Ensure Rate Comparison is in-order to make sure contracted rates are competitive in the market or to negotiate the rates on an immediate basis.
- Taking exclusive deals and packaged rates for offline Tour Operators.
- Worked closely with staff and ensure work flow are adhere and maintain smooth operation.
- Managing the allotments and ensure availability is well maintained
- Identifying competitors margins & mark-up structure in-order to price the product in a very competitive manner.
- Recognizing market trends to understand the level of price support which vary over time.
- Coordinating with sales and marketing team internally to ensure the target price is achieved and the product is delivered at the given time limit.
- Ensure the Contracts are loaded accurately and quality of the contract is maintained.
- Updating rates, promotions and offers from hotel and for B2B agents system.
- Ensure the offers and amendments are circulated among the agents within a time span of 24 hours.
- Assist for preparing tour operator's brochure and follow-up update from hotels.
- Assist in clarification of contracted rates from travel agencies, tour operators, corporate companies and FIT.
- Assist the Travel Agents portal users in any amendments, last minute request, guest complaints and any dispute arise.
- Set appointments and visiting potential clients.
- Clearing the disputes of rates from the hotel and inform the agents accordingly.
- Handled queries on room rates, hotel facilities, services and special promotions pertaining to their corresponding contracts.

Educational Background

UNIVERSITY OF CEBU - Cebu City Philippines

Bachelor of Science in Hotel and Restaurant Management March 18, 2003

Training Attended

Diploma in Foundation level in Travel and Tourism

June – September 2007

IATA, UFTAA Training Program

International Air Business Academy, Dubai UAE

Certificate in Customer Care

December 2006 Nadia Training Institutes, Sharjah UAE

Dubai Real Estate Institute

Certified Training for Real Estate Brokers, UAE April 2020

Personal Background

Date of Birth	:	17 th July 1982
Birth Place	:	Forth Bonifacio Manila Philippines
Civil Status	:	Single
Nationality	:	Filipino
Religion	:	Christian
Driving License:		with UAE Valid License
RERA License	:	Certified Real Estate Agent