

NGUYỄN THỊ NGỌC TRÂN

272/5B Street 20 | Long Phuoc ward, Thu Duc City, HCMC | 076 252 9696 | ngoctran4693@gmail.com

PROFESSIONAL SUMMARY

Highly organized and results-oriented Leasing Officer is proficient in overseeing the entire leasing process, managing financial transactions and maintaining detailed documentation.

OBJECTIVE

Lease Officer with extensive domestic and international experience in leasing commercial and residential property management, including but not limited to contract negotiation, lease renewal, maintenance scheduling, preparing marketing documents/brochures, and developing strong tenant relationships. Deep knowledge of leasing industry. Good organization and planning skills, prioritizing deadlines and delivering on time.

EXPERIENCE

LEASING OFFICER CUM RECEPTIONIST | MATERISE GROUP | APRIL 2024 – PRESENT

- Meeting potential renters and guiding them on tours of available units.
- Following up on leads for potential renters.
- Performing background checks, credit checks and other responsibilities to see if prospective renters are qualified.
- Preparing leasing documents for potential renters using property standards and regulations.
- Handling the collection of rent payments, security deposits and application fees.
- Keeping residents informed of any changes to rental agreements or upcoming property issues.
- Building a rapport with current tenants to give them personalized service.

LEASING ADMINISTRATIVE OFFICER | VINCOM MEGA MALL THAO DIEN | JULY 2022 – APRIL 2024

- Execute Lease Contract preparation and signings.
- Scheduled and Coordinated appointments with Leasing Agents with Maintenance and Pre-Move in Construction.
- Provided clerical and administrative support for the manager including office record keeping, tenant and vendor files, accounts receivables/payables in a timely and efficient manner.
- Provided accurate and timely: Weekly and monthly Delinquency, Project, Marketing Reports.
- Created detailed expense reports and requests for Construction expenditures.
- Processed purchase/lease applications for Board approval.
- Obtained signatures for financial documents and internal and external invoices.
- Coordinated board and committee meetings, including schedules and information preparation and distribution.
- Provided a consistent high-level Customer Service, assistance and satisfaction to tenants.

ADMINISTRATION CLERK | VINMEC INTERNATIONAL CLINIC | AUG 2019 – MAY 2021

- Responsible for overseeing all administrative processes, including new and existing client filing systems and the creation of the master schedule.
- Manage the reception area to achieve effective communication both internally and externally.
- Assist staff with any clerical or administrative tasks and offer suggestions to streamline and improve processes.
- Prepare routine correspondence, office forms and/or other business-related documents.
- Perform office supply inventory and replenishment services as needed.
- Arrange meetings and conferences, maintain calendars and make travel reservations.
- Assist with the scheduling of staff training.

F&B SERVICE | PARK HYATT SAIGON HOTEL | OCT 2015 – DEC 2018

- Manage all front desk operations for a 150+ seating restaurant.
- Made extra efforts to satisfy customers' preference for indoor or outdoor table location, even during peak hours and changing weather conditions.
- Maintain strong relationships with all staff to ensure smooth operations.
- Provide warm and professional manners interacting with guests by phone and in person.

EDUCATION

BACHELOR | SAIGON UNIVERSITY | 2011-2015

- Major: Vietnam Studying.

SKILLS

- Communication skills.
- Database management
- Organizational skills
- Accurate and detailed coordinator.
- Administrative support specialist.
- Work well under pressure.