



## Shera Etame

Date of Birth: 15/03/1993  
Nationality: Cameroonian  
Marital Status: Married  
Current Location: Dubai-UAE  
Contact: +971 589 828 218  
Email: etameetame40@gmail.com

### Languages

English  
French

### Personal Skills

- ❖ Administration
- ❖ Customer Services
- ❖ Time Management
- ❖ Interpersonal Skills
- ❖ Team Management
- ❖ Organizational skills
- ❖ Client Relation Expert
- ❖ Professional Skills

### Professional Skills

- ❖ Bayut
- ❖ Mycrm
- ❖ Dubizzle
- ❖ Adobe Photoshop
- ❖ Administrative Work
- ❖ Microsoft Office Suite
- ❖ knowledge of Trakheesi
- ❖ Property Finder Manager
- ❖ Website Back Management

### Technical Skills

- ❖ Amadeus & GDS
- ❖ Microsoft Office 365 (Excel, Power point)
- ❖ IOSH and NEBOSH

Proactive and Energetic Professional offering 5year + of hands-on experience in Real Estate, 5 Stars Hotel, Travel Agency, and Execution along with excellent Administration, Customer Relationship Management (CRM), and Clerical skills & also well experience in customer service roles and strongly capable of building an excellent professional relationship with managers and colleagues, adaptable to new roles and promote team works. My objective is to build upon my knowledge based on my experiences and use my skills that I have gained to attain a full-time position that will provide me with the experience I need for career and skills growth.

## Work Experience

Office Manager  
December 2022 - Present

### Immobilia Real Estate- Dubai, United Arab Emirates

- ❖ Mail management, Prepares Tax invoices and receipts.
- ❖ Excellent Knowledge with Trakheesi and Dubai Land Department system
- ❖ Arranging RERA Broker card application and renewal.
- ❖ Establishes and maintains record keeping, filing systems, and databases.
- ❖ Contributing to team effort by accomplishing related results as needed
- ❖ Maintaining the condition of the office and arranging for necessary repairs
- ❖ Coordinate with Developers to obtain NOC and Agents' access to the Developer's online portal.
- ❖ Maintains day-to-day administrative and personal services in order to support office operations.
- ❖ Drafting and Creating Contract A, Contract B, Contract F, MOU, NOC, Form I, and other property-related contracts online through Dubai Rest App and completing all paperwork for all real estate transactions in a timely manner to ensure that the deal is closed as quickly as possible.
- ❖ Managing listings on Mycrm-Property Finder, Dubizzle, and Broker Pad-Bayut, Prospace. Ensuring High-Quality Scores for each listing and ensuring that listings are verified
- ❖ Requesting for NOC and SOA on behalf of the clients for the transfer process.
- ❖ Completing and lodging documents with Developers and Dubai Land Department to ensure that the ownership transfer occurs smoothly.

Office Manager  
Jan 2021 – September 2022

### The Noble House Real Estate Dubai, United Arab Emirates

- ❖ Reported Directly to the CEO.
- ❖ Handling all Front desk activities
- ❖ Assisting with Deal closing processes and Cold Calling as well.
- ❖ Maintain reports and documents for all Sale and Rental Transactions.
- ❖ Scheduling photoshoot of the property and liaising with concerned departments.
- ❖ Managing Tenancy Contract Renewal and coordinating with both parties involved.
- ❖ Submit required documents for each property to get Trakheesi Permit.
- ❖ Drafting Tax Invoices, Tenancy, and MOU Contract and Preparing the final contract and documents.
- ❖ Handle Customer/Tenant complaints about the Phone & Email for all the Managed Properties.
- ❖ Handling Marketing online Web-Portal such as (Website, Mycrm-Property finder Manager, & Bayut-Brokerpad) for property verification.

## Education

- ❖ 2017  
University of Buea-CM  
Bachelor Degree in  
Telecommunication
- ❖ 2015  
Catholic University |  
Cameroon HND: Higher  
National Diploma  
Business Management
- ❖ 2012  
S.B.HS (High school) |  
Cameroon: Attested  
Certificate Business  
Marketing.

## Achievement

- ❖ Got many Leads from  
Cold Calling and  
whatsapp text.
- ❖ Scheduling -  
Communicated  
with patients through  
phone, fax, and email  
and in person to  
schedule appointments  
and answer inquiries.
- ❖ working knowledge of  
email, scheduling,  
spreadsheets, and  
presentation software  
and Maintains staff and  
confidentiality of  
information.

## Reference

Rashid Jehangir  
CEO of The Noble House  
M: +971506252497  
Email: Rashid@tnh.ae

Cyrille Foussoh  
CEO of Simple Travel Sarl  
M: +237673844848  
Email: cyrille@simpletravel.cf

Agere Kingsley-Front Desk  
Manager at Hilton Hotel  
M: +23774890800  
Email: ayerekingsley@gmail.com

Property Management Administrator  
Jan 2019 – Dec 2020

### Real Deal Properties LLC-Dubai, United Arab Emirates

- ❖ Reported Directly to the CEO.
- ❖ Effectively managed invoicing and outgoing payments.
- ❖ Prepared Tenancy contract, MOU, and any other Real Estate forms.
- ❖ Input all necessary information into client database and transaction.
- ❖ Tracked office supplies on regular basis and place the orders when required.
- ❖ Applying for utilities like DEWA, Du, & Internet, Gas connections for properties.
- ❖ Sent renewal notice to Tenants prior to the expiry of Tenancy contract as per company policy.
- ❖ Maintained updated files (both hard and electronic copies) and database of all contracts i.e. tenancy contract, passport copy, Emirates ID of the tenants and landlords, and Trade License copy for corporate leasing.
- ❖ Prepared letter, reports, and notices, issue invoices and enter payments into the system, following u and entering all Tenants issues in the system.
- ❖ Managed online posting of properties and social media, Dubizzle, Property finder, Bayut, my CRM, and other property portals.

Reservation Agent  
Jan 2017 – Nov 2018

### Simple Travel Sarl - Douala, Cameroon

- ❖ Follow-up payments effectively.
- ❖ Reporting directly to the Revenue Manager.
- ❖ Highlight any rate discrepancy to the Revenue Manager.
- ❖ Ensure daily task lists are covered before the end of the shift.
- ❖ Apply for guest VISA as per immigration rules when required.
- ❖ Check reservations entered on a daily basis to avoid input errors.
- ❖ Co-ordinate with other departments for arranging guest requests.
- ❖ Answering telephone and reply to emails as per the company standard.
- ❖ Assist clients with inquiries or other requests such as flight changes/cancellations.
- ❖ Make new reservations, amend & cancel reservations according to guest requests.
- ❖ Responsible for Booking and issued domestic & international tickets using the Amadeus system.
- ❖ Provided various planning and booking services, including answering customer's questions, making travel suggestions, and booking rooms and tickets.

Front Desk Receptionist  
Dec 2014 – Dec 2016

### Hiltton Hotel Yaounde, Cameroon

- ❖ Maintain and balance a cash float according to hotel procedures.
- ❖ Assist Guests with general inquiries, providing accurate and detailed information.
- ❖ Maintained the Guest profiles in Opera using information gathered upon check-in.
- ❖ Ensured that security protocol is adhered to regarding Guest ID and issuing of keys.
- ❖ Handled Guest requests and complaints according to Hilton Hotels policies and procedures.
- ❖ Kept abreast of all product knowledge, ranging from daily functions, services, and facilities available, and marketing and promotional activities.
- ❖ Provided a professional and timely check-in service for arriving hotel Guests which adheres to Hilton Hotels policies and procedures.
- ❖ Ensured that Guest details are kept confidential and not distributed to any unauthorized personnel.