
IVY M. AVEN



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OBJECTIVE

Interested in a challenging and career-oriented position that will enable me to gain experience and learn new skills to better myself and deliver excellent customer relations that will yield profitable results.

WORK EXPERIENCES

Senior Listing Administrator

Luxhabitat Sotheby's International Realty

Emaar Business Park, The Greens, Dubai, UAE

June 2022 to June 2023

- ◆ Managed to increase the percentage of verified listings at Propertyfinder from 20% to 60% being one of their Platinum clients.
- ◆ Managed and maintain high Quality Score of listings as well as Verified Agents to 98%.
- ◆ Double the leads generated in less than 6 months.
- ◆ Prepares contracts and relevant documentation.
- ◆ Publishing properties on different portals for both local and international.
- ◆ Property and content Management both for local and international.
- ◆ Legal Compliance Admin works related to listing.
- ◆ Property Presentation and training of new agents.
- ◆ Generating daily, weekly and monthly listing performance report.
- ◆ Optimizing credits on each listing Portal.
- ◆ Ensure the quality of listings as per each portal guidelines.
- ◆ Tracking of the Form A Expiry.
- ◆ Handles the agency registration to developers.
- ◆ Maintains and Compile Developer's Contract.
- ◆ Manages bulk listings for new exclusive development.
- ◆ Responsible in applying for RERA permit.
- ◆ Doing the Pricing and Competitor Analysis.

Senior Quality Control Officer

PROPERTYFINDER GROUP

15 Floor, Al Shatha Tower, Dubai Media City, Dubai, UAE

March 2016 to April 2020

- ◆ Initiated in leading the verification of listings and agents
- ◆ Ensure the quality of listings in the portal by checking the site on a daily basis to reduce the number of fake and inaccurate listings.
- ◆ Blacklist inaccurate properties.
- ◆ Monitor clients posting short term rentals without TourismLicense.
- ◆ Respond professionally to client via live chat, calls or e-mails using Zendesk and Salesforce.
- ◆ Conducts training to new hire from different department.
- ◆ Make reports for the total number of verification and blacklisted properties on monthly basis.
- ◆ Work collaboratively with Sales, IT and other departments to achieve company visions and goals.
- ◆ Over-all Quality Control Support for end-users and clients.
- ◆ Communicate clearly any issues or updates within the team.



Senior Admin Support Officer

PROPERTYFINDER GROUP
February 2015 to March 2016

SKILLS


Excellent verbal and written communication skills.
Exceptional Customer Experience skills.
Has a professional phone answering etiquette.
Good organizational skills.
Good interpersonal and time management skills.
Able to think independently with good observational skills.
Enthusiastic and fast learner.
Knowledgeable in MS Office Application.
Knowledgeable in Google Workspace.
Knowledgeable in Zendesk and Salesforce.

- ◆ Leads the migration of contracts
- ◆ Handles all UAE contracts, Trade License and RERACertificates.
- ◆ Make report of all new and renewed contracts.
- ◆ Creates account for new clients and send contract related information and requirements for activation.
- ◆ Regularly updates Client Information sheet via CRM.
- ◆ Make report of all new and renewed contracts.
- ◆ Respond professionally to client via live chat, calls or e-mails using Zendesk and Salesforce.
- ◆ Work collaboratively with Sales, IT and other departments to achieve company visions and goals.
- ◆ Responsible in doing the assigned task of some colleague whenever they are on leave.
- ◆ Conducts training to new hire from different department.
- ◆ Attends to other admin and customer care tasks as maybe assigned by the Management.

Senior Customer Technical and Admin Officer

PROPERTYFINDER GROUP
September 2008 to February 2015

- ◆ Provide overall technical, quality control and admin support to clients and end-users.
- ◆ Ensure the quality of listings in the portal by checking the site on a daily basis to reduce the number of fake and inaccurate listings.
- ◆ Handles all contracts from different countries (UAE, Qatar, Bahrain, Egypt), Trade License and RERA Certificates.
- ◆ Creates account for new clients and send contract related information and requirements for activation.
- ◆ Regularly updates Client Information sheet via CRM.
- ◆ Respond professionally to client via live chat, calls or e-mails using Zendesk.
- ◆ Reformat the property listings of clients then upload the properties online.
- ◆ Ensures that image files received from clients are resized, placing watermarks on images of properties and photos received from agents or managers.
- ◆ Leading the Find an Agent section in the portal.
- ◆ Make report of all new and renewed contracts and sends internally.
- ◆ Administering the Banners, GTS and Area Specialist in the portal.
- ◆ Work collaboratively with Sales, IT and other departments to achieve company visions and goals.
- ◆ Conducts training to new client and new hire from different department.

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- ◆ Attends to other admin and customer care tasks as maybe assigned by the Management.

Office Manager cum Listing Manager

ARISTA REAL ESTATE BROKER

Sheikh Zayed Road, Dubai, U.A.E.

July 2007 to March 2008

- ◆ Ensure the smooth functioning of an office on a daily basis.
- ◆ Organizing meetings and managing databases.
- ◆ Organizing company events and conferences.
- ◆ Ordering stationery and furniture.
- ◆ Dealing with correspondence, complaints and other queries.
- ◆ Preparing letters, reports and presentations.
- ◆ Managing office budgets.
- ◆ Liaising with staff, suppliers and clients.
- ◆ Maintaining personnel records, arranging interviews, and so on in support of the organization's HR function.
- ◆ Provides daily property listings to the sales team.
- ◆ Handles client property request form.
- ◆ Check with developers for their property availability.

Team Leader (Technical Support Supervisor)

ETELCARE GLOBAL SOLUTIONS


Eastwood City, Bagumbayan, QC, Philippines

February 2004 to February 2005

- ◆ Supervises a team of newly hired agent
- ◆ Accepts escalation calls
- ◆ Conducts training to new hires
- ◆ Organizes daily and monthly team meeting
- ◆ Making the quarterly and annual report of agent's performance.

Senior Technical Support Specialist

February 2003 to February 2004

- ◆ Troubleshoot Dell Desktop and Portable Computers by answering calls in U.S.A.
 - ◆ Help Dell customer install their Operating System, drivers and different software.
 - ◆ Assist customer over the phone to install different hardware inside the computer.
 - ◆ Did basic network troubleshoot and modem problems.
 - ◆ Configure Internet connection and IE problems.
 - ◆ Help customer in removing viruses and spy ware on their computer.
 - ◆ Encode all the details that were being discussed over the phone with the customer such as the problem of the computer, all the troubleshooting steps and solution to the problem.
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Accounting Clerk cum Secretary

BANCO DE ORO (International Banking)
Pasig City, Philippines
March 2002 to February 2003

- ◆ Makes report of the foreign exchange
- ◆ Send and receive fax to different branches of the bank
- ◆ Gives the summary of report to the manager and other department
- ◆ Answers calls from clients
- ◆ Compile the client s accounts/records
- ◆ Handles secretarial tasks such as organizing meetings/seminars, compiling employee s records.
- ◆ Attends to other admin tasks as may be assigned once in a while.

EDUCATION

BACHELOR OF SCIENCE IN COMPUTER SCIENCE
S/Y 1998 - 2002
AMA Computer University
Dean's Lister

ACHIEVEMENTS/CERTIFICATIONS

Certification on The Fundamental of Digital Marketing (Credential ID 24NYGP GC4 by Google Digital Garage Issued on June 2020)

Most Outstanding Agent (Dell Computer)

Most Recommended Employee (Etelecare)

Student Council Officer

Wall Journal Writer

Consistent Student in Honor Section

Subject Excellence Awardee

General Excellence Awardee

Loyalty Awardee

Part of several outreach program in Secondary Education

PERSONAL INFORMATION

Birthday: March 9, 1981

Marital Status: Married

Citizenship: Filipino

CHARACTER REFERENCE

Michael Lahyani - CEO and Founder at Propertyfinder Group +971508809482

Nathalie Spree – Partner at True - +971 558842564

Divya Lewis – HR Manager - +971 50 18889