



Mr Ebrahim Khan
Flat 111, Malgrove
6 Prospect Hall Road
Durban North
South Africa
4051

March 2018

Dear Sir/Madam

APPLICATION FOR EMPLOYMENT

I wish to express my interest in your company and believe that my credentials are appropriate for the position.

I have been involved in retail property administration, retail property management, sectional title management and operations for the past 10 years and have gained experience in property management and facility management.

I am innovative, dedicated and constantly looking for ways to improve the Company service and increase customer satisfaction whilst productively increasing profitability.

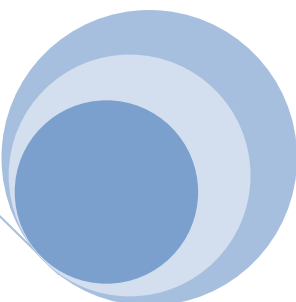
I am independent and work without supervision. I have many strong points and only listed a few and I am confident that my referees will inform you of my achievements, dedication, perseverance, hard work and enthusiasm.

I believe that my knowledge of Property Management, Facilities Management. Sectional Title and Tenant Management, are well suited to the position and believe that I have the strength and capability to fill the position.

I look forward to hearing from you in this regard.

Yours faithfully

EBRAHIM KHAN
+0027 (0)79 885 3408



Ebrahim Khan Résumé
 Phone Number: +27 79 885 3408
 Email Address: khanebrahim45@gmail.com
 March 2018

» Personal Details

Name Ebrahim Khan
 Date of Birth 7 May 1974
 Identity Number 740507 5156 08 7
 Contact Cell +0027 (0)79 885 3408 - cell
 Email address khanebrahim45@gmail.com

» Career Objective

Objectives **Property Management**

» Education

12/2015	Paddocks Sectional Title Management Certificate	
02/2010	Certificate in Property Management Courtwell Consulting <u>Subjects:</u> Overview and Introduction to Property and Property Investment Commercial Lease Agreements Credit Management Maintenance and Facilities Management Asset management Space management Procurement and Tender management Service-level agreements Budgeting for maintenance capital procurement purposes Life cycle costing analysis Property Investment	NQF <u>Level 5</u>
09/2007	Certificate in Shopping Centre Management (CSCM) South African Council of Shopping Centres : University of Pretoria <u>Subjects:</u> Location theory Design principles Tenant mix / relations Financial administration Shopping centre promotion Re- merchandising shopping centre Principles of feasibility studies Development of the shopping centre concept Building maintenance and parking management	Market research Leasing of retail space Presentation and display Financing and investment Security management
02/2006	MediKredit Integrated Healthcare Solutions <u>Subject:</u> Real Time Electronic Claims Processing	
02/2005	Digital Healthcare : Switch Training <u>Subjects:</u> Credit Management and Debt Collection	
02/2005	Digital Healthcare : Switch Training <u>Subject:</u> Electronic Data Exchange Workshop	

- 11/2005 **Digital Healthcare : Switch Training**
Subject:
 Office Administration and Reception Etiquette
- 11/2000 **Damelin Management School : Diploma Obtained**
Subject:
 Bookkeeping (*First Class Pass – 75%)
- 05/1993 **Anchorlite College: Diploma Obtained**
Subjects:
 Concepts of Data Processing
 Program Design
 MS Dos
 Operations: Technical Skills
 Operations: Supervisory Skills
- 12/1991 **Matric /Grade 12**
Lakehaven Secondary School (Sea Cow Lake)
Subjects:
 English Afrikaans
 Mathematics Biology
 Accounting Geography

» Employment

01/10/2017
Current

Portfolio Manager – Maxprop **Buildings Managed: 30 Sectional Title Properties**

Main Duties & Responsibilities

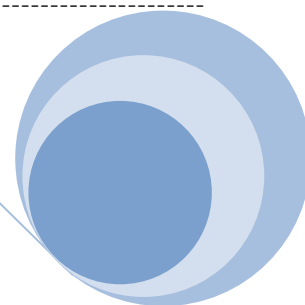
Arrange regular property valuations
 Insurance certificate requests
 Insurance claim management
 Insurance excess (prescribed management)
 Advising of sectional title and HOA matters supporting the trustees
 Municipal queries – Electricity & Water. Opening of new municipal accounts.
 Building Assessments
 Maintain and manage building services, including OHA Act & Service providers
 Review the collection of Levies including handovers and attorney consultations
 Creditor Payments
 Staff Management
 General Meetings, including AGM, Trustees and Special General Meetings
 Reviewing of budgets, budget control
 Review Annual Financial Statements
 Get Bank mandates signed
 Open Investment accounts
 Transfer of funds between trust and investment account
 Arrange regular valuations
 Insurance certificate requests
 Insurance claim management
 Advising of sectional title and HoA matters supporting the trustees
 Building Assessments
 Regular complex inspections
 Maintain and manage building services, including OHA Act & Service providers
 Collection of Levies including handovers and attorney consultations
 Creditor Payments
 Staff Management
 General Meetings, including AGM, Trustees and Special General Meetings

05/2017
 09/2017

Portfolio Manager – Infinite Property Management **Buildings Managed: 27 Sectional Title Properties**

Main Duties & Responsibilities

Arrange regular property valuations
 Renewals done



Ensuring premiums are paid
 Insurance certificate requests
 Insurance claim management
 Insurance excess (prescribed management)
 Advising of sectional title and HOA matters supporting the trustees
 Municipal queries – Electricity & Water. Opening of new municipal accounts.
 Building Assessments
 Maintain and manage building services, including OHA Act & Service providers
 Review the collection of Levies including handovers and attorney consultations
 Creditor Payments
 Staff Management
 General Meetings, including AGM, Trustees and Special General Meetings
 Reviewing of budgets, budget control
 Review Annual Financial Statements

03/2014
 04/2017

Portfolio Manager – Trafalgar Properties

Buildings Managed: 30 Sectional Title Properties

Main Duties & Responsibilities

Get Bank mandates signed
 Open Investment accounts
 Transfer of funds between trust and investment account
 Arrange regular valuations
 Renewals done
 Ensuring premiums are paid
 Insurance certificate requests
 Insurance claim management
 Insurance excess (prescribed management)
 Advising of sectional title and HoA matters supporting the trustees
 Building Assessments
 Regular complex inspections
 Maintain and manage building services, including OHA Act & Service providers
 Collection of Levies including handovers and attorney consultations
 Creditor Payments
 Staff Management
 General Meetings, including AGM, Trustees and Special General Meetings
 Reviewing of budgets, budget control
 Review Annual Financial Statements

07/2010
 02/2014

Building Manager: JHI for the Khula Portfolio KZN (Retail)

Buildings Managed: Victoria Street Market, Glebe Reunion, Umlazi Station, Kwa Dabeka

Main Duties & Responsibilities

Credit Management
 Tenant Administration
 Lease Management
 Building Management
 Operations Management
 Relationship Building
 Expense Control
 Facilities Management
 Reporting

04/2006
 06/2010

Property Administrator: ERIS Property Group (Previously RMB Properties)

Portfolio Administered: Emira Retail & Commercial

Main Duties & Responsibilities

All previous month's receipting to be processed and applied, arrears deadline, prepare 7 day letters of demand when necessary; prepare any AOD's; mid month arrears follow up; check bank statements for unallocated deposits; handover tenants in arrears to legal; apply all receipts; final arrears follow up; Follow up arrears from 1st to 7th of the month; follow up on regular AOD's; follow up on non payment after 7 days letter has been sent and proceed to legal if necessary. Assist PM with receipt allocations; Ensure receipts are allocated to correct tenant accounts; Receipt all cheques collected by building supervisors; correct coding of invoices and submission to PM for authorisation; Print current expiry schedule and extend leases where necessary; load all meter readings; ensure that all new / renewal leases are loaded; load all municipal recoveries; run

promotion fund and interest billings; recoveries deadline - all variables such as maintenance must be loaded as well; process any credits or reversal of tenant accounts. Do preparation for outstanding leases and handover meeting with legal; run statements and manual invoices; run any supplementary statements; delivery of statements; prepare debit order run; run debit orders; exit and entry inspection follow up; capture accruals or send to finance to capture; rates increase letters to tenants; load rates increases per building; budgeting - ensuring that all system information is updated and accurate to enable PM to budget effectively; Notify meter readers of any tenant changes/updates; Update tenant information on property management system; filing and administration; follow up on outstanding leases, outstanding FICA documents and bank guarantees; Assist PM with adhoc tasks; administration of deposit refunds; administration of entrance and exit inspections recoveries and refunds; management and regular audit of parking together with updating parking schedules; Updating tenant information; Credit checks on prospective tenants; typing and administration of lease proposals; prepare lease input summaries; prepare commission claims; lease administration; audit signed leases when returned from tenants; Prepare monthly management reports; reporting on arrears and administration; ensuring minimal debtors. Monitoring regularly tenant arrears. Motivating rental payments, handovers, reductions and bad debts. Maintaining arrears at single digits by 7th; preparation of annual and mid-year budgets.

2008
2009

Assistant Property Manager: ERIIS Property Group (Previously RMB Properties)
Portfolio Managed: Emira Rural

Main Duties & Responsibilities

Perform ongoing building inspections.
Liaise with Centre Managers and Property Service Managers.
Authorise and monitor monthly expenses and sign invoices.
Proactively manage building maintenance.
Ensure TI's run efficiently and at an effective cost.
Motivate unbudgeted expenses.
PSM to motivate, PM to agree and forward mutual recommendation for approval to Asset Management.
Presenting a well maintained, profitable building to the Client.
Attend asset management meetings with Client. Attend to exit inspections with Service Manager.
Following up on maintenance requests. Preparation of annual and mid-year budgets.
Adjusting market rentals.
Updating current budget. Update Rolling Budgets, after provisional Income Statements, but before final Income Statements.
Obtain budget approval via regional managers, general manager and director of property management.
Reduce variances, increase income, minimise unbudgeted expenses. Compile proposals and conclude lease negotiations.
Motivate where necessary for proposals under budget or TI's in excess of budget to the Asset Manager.
Negotiate, troubleshoot and manage Tenant Installation process. Sign up tenants, both new and renewals.
Negotiate the best rates possible at the least expense to the Landlord. Constantly monitoring tenant mix and demand for retail space. Compilation of final income statements, variance reports, leasing reports.
Submit Manpacs consisting of 6 Year Trading Forecast, Income Statement Variance Report, Vacancy Report, Letting Activity Schedule, Arrears, Debtors Analysis and, additional for Retail, Turnover Report, Foot Count Report, Centre Manager's Report, Technical Report and Marketing Report. Attend tenant meetings.
Respond timeously and efficiently to tenant queries.
Know and understand tenant's businesses and industries in which they operate.
Keep abreast of major trends in those industries and possible effects on tenants.

11/1994
03/2006

Practice Manager: Drs Motala & Partners
Duties and Accomplishments

Control of Staff leave. All round management of 4 practices. Staff recruitment. Accounts Administration both Debtors and Creditors. Data capturing, loading patient cards onto database in order to claim from medical aid-do claims on MD Mass software and also used as an accounting package. Implemented on line claims with medical aids. Busy with application for license to dispense IRO new law. Visiting medical aid companies to query payments (Ala Moodley & Caroline Saunders at NMP, Amelis from Carecross, Shamian at

Healthbridge, Jeete at QEDI, Janine at Medikredit). Attending seminars etc iro updated medical aid methods and medication. Banking-take daily takings from practices and deposit at bank. Checking and repairing of computer hardware. Keeping up to date records of all CDE patients (diabetic). Stocktaking of medicines i.e. expired stock. Ensuring that staff are motivated and trained for the benefit of the practice

11/1992
06/1994

Salesman: Automarket Car Sales

Duties and Accomplishments

Liaising and negotiating with potential purchasers. Securing and finalizing sale of motor vehicles.

» Skills

Computer Literacy
Time Management
Administration Skills
Business Writing
Project Management
Contract Management

Communication
Marketing & Promotions
Public Relations
Property Management
Negotiations

» Knowledge

Budgeting and Financial Management
People and Performance Management
Property Market Industry
Technical
General Business Acumen
Contract Management and Collections

» Behavioural Attributes

Assertive
Problem Solving and Decision Making
Methodical
Drive and Productivity
Customer and Quality Focus

Communication
Systematical Thinking
Tolerance of Stress
Team Leadership
Accuracy

» Personal Traits

Honest and high moral standards.
Work well under pressure, professional, mature and efficient.
Communicate easily with people and excellent negotiating skills.
Ambitious with a positive and confident attitude.
Mechanically and theoretical minded.

» References

1. **Ms Tracey Roberts**
Sectional Title Manager
Trafalgar Properties
(031) 3017017/072 6896648
TraceyR@trafalgar.co.za

2. **Mr Rob Moran**
(Previously JHI – Regional Director)
JHI Properties (Pty) Ltd
083 3573759
robm@jtross.co.za