

SAMADHI RAJAKARUNA

REAL ESTATE PROPERTY MANAGER / ADMIN

CONTACT

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- 104, Axis 6 Silicon Oasis, Dubai

PROFILE SUMMARY

Dedicated Real Estate Administrator and Property Manager with over five years of work experience, including more than two years in the UAE Real Estate Sector. Skilled in office operations, property management systems, and CRM software. Highly organized with strong interpersonal skills, ensuring seamless workflow and excellent client relations. Committed to enhancing efficiency and contributing to business success.

EDUCATION

2021 - 2024
OXFORD BROOKS UNIVERSITY

- Bachelor of Laws(Hons)

2019 - 2021
THE CHARTERED INSTITUTE FOR IT |
BCS (UK)

- Certificate in IT

SKILLS

- Property Management
- Public Relations
- Teamwork
- Time Management
- Leadership
- Effective Communication

LANGUAGES

- English: Fluent
- Sinhalese: Fluent

WORK EXPERIENCE

Xpotential Real Estate Brokers 2023 - PRESENT
Property Manager & Admin

- Created, edited, updated, and published listings on Property Finder Expert, Bayut, and Dubizzle through relevant CRMs.
- Registered and renewed agreements with developers.
- Followed up with agents and clients for necessary documents and details.
- Well-versed with the Trakheesi System, Dubai Brokers, and Dubai Rest
- Manage leasing, tenant relations, and contract renewals.
- Ensure timely rent collection and financial reporting.
- Coordinate property maintenance, repairs, and inspections.
- Ensure compliance with RERA and Dubai real estate regulations.
- Prepare and manage budgets for property expenses.
- Conduct market research to optimize rental rates.

A7 Group Real Estate 2023 -(FEB) - 2023 (JUL)
Administration Executive

- Greeted clients, visitors, and staff professionally and warmly.
- Answered, screened, and directed phone calls to appropriate departments.
- Managed and scheduled appointments, meetings, and conference room bookings.
- Collaborated with property managers to maintain accurate tenant lease, contract, and agreement records.
- Provided accurate information about the company's services, properties, and listings.

Unioin Bank Finance - Sri Lanka
customer Relation Senior Executive

2021 - 2022

- Handling corporate and individual customers.
- Handle customer complaints.
- Prepare product and customer reports by gathering data collected during customer interactions.
- Schedule and plan meetings.
- Update customer service database.
- Answering and routing incoming calls.
- Scheduling appointments and maintaining calendars.
- Assisting with administrative tasks such as data entry, filing, and preparing reports.
- Taking messages and transferring calls to the appropriate person.

AMW (Al Futtaim) - Sri Lanka
Customer Relationship Executive

2019 - 2021

- Serve as the main contact for customers, providing prompt and effective responses to inquiries and complaints.
- Monitor and analyze customer service metrics and performance.
- Develop and implement processes to enhance customer satisfaction.
- Generate reports to track customer service performance.
- Identify opportunities to increase customer loyalty and develop loyalty programs.
- Collaborate with other departments to ensure timely resolution of customer issues.
- Stay informed about industry trends and competitor activities.
- Manage and ensure the accuracy of customer data.

REFERENCES

Dileepa Subash

Altech International LLC
Group Marketing Manager

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Diyan Dhananjaya

Welcome vacation Homes Rental LLC
Accountant

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