

PRINCESS VALENE RAIN MANGUDADATU

OBJECTIVE

Seeking a responsible and challenging position in a growth oriented progressive Institution where my experience and skills will significantly contribute to the overall success of the organization and provide opportunities for my career growth.

CONTACT

Dubai, United Arab Emirates

EDUCATION

Bachelor of Science in Tourism Management
St. Alexius College - City of Koronadal, Philippines
March 2017

Achievements
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EXPERIENCE

Citi Developers LLC, Dubai UAE
Operation Sales Coordinator (April 2026 - Present)

- Prepare, review, and process Sales & Purchase Agreements (SPA) for property transactions, ensuring accuracy of client information, unit details, and payment plans.
- Coordinate with internal departments including Sales, Collections, and Finance regarding outstanding balances, booking details, and payment verification.
- Handle Oqood registration documentation and coordinate compliance requirements with relevant stakeholders.
- Communicate with clients regarding SPA execution, required documents, payment plans, and agreement-related inquiries.
- Liaise with Sales teams to resolve discrepancies and clarify booking terms, unit details, and payment structures.
- Generate reports and provide operational updates to the Head of Sales Operations.
- Track SPA execution through DocuSign and maintain organized transaction records and documentation.
- Ensure timely processing of agreements while maintaining high accuracy and customer service standards.
- Prepare and process No Objection Certificates (NOCs), Buy-Back Agreements, and Settlement, Cancellation & Termination Agreements in accordance with company procedures and transaction requirements.
- Follow up with clients to ensure timely execution and signature of Sales & Purchase Agreements (SPAs), addressing any pending requirements or queries.
- Coordinate with clients regarding unit termination cases, clearly communicating the termination status, applicable procedures, and required next steps.

SKILLS

- Front Desk Reception
- Records Management
- Office Management
- Executive Support
- Spreadsheets/Reports
- Calendaring
- Usher Services
- MS Word
- MS Excel
- MS PowerPoint
- MS Outlook
- Internet Application
- Salesforce
- Docusign
- Zoho CRM

TRAINING COURSES

- Customer Solutions Officer Training
- Actual Ship Board Training
- Front Desk Attendant
- Table Setting Training
- Tour Guide Officer Training
- Pastry Department Training

Evolutions Project Management LLC, Dubai, UAE
Sales Administrator (May 2025 - April 2026)

- Coordinated and verified EOI submissions including buyer details, selected units, pricing, and broker validation.
- Created and maintained EOI records in Zoho CRM, attaching all required scanned documents and linking with relevant unit and contact information.
- Conducted first-level verification of submitted documents (CIF, KYC, Passport, Visa, Emirates ID, proof of payment).
- Initiated and managed digital reservation generation and submission via Zoho CRM and DocuSign.
- Assisted clients with both electronic and physical reservation signing and coordinated with customer service for client support.
- Ensured SPA issuance only after 24% payment and admin fees were completed.
- Reviewed and confirmed accuracy of SPA details in both English and Arabic prior to generation and sending.
- Sent SPA via DocuSign or coordinated courier and physical signing, tracking status in CRM at each step.
- Managed end-to-end process of SPA execution, developer handover, and uploading final documents with compliance certificates.

DAMAC Properties LLC
Secretary/Admin (May 2024 – May 2025)

- Provide full secretarial to Senior Vice President and admin support to the team and department to ensure the smooth running of the project.
- Take minutes of meeting and maintain records for the team.
- Develop and maintain document control processes for efficient management
- Maintain a proper and user-friendly filing and document control system for recording and tracking of all documents for the department
- Support the officers and team in daily admin roles and assist with keeping stock of stationery supplies for the department.
- Perform data-entry, recording, printing and filing duties
- Coordinate travel arrangements inclusive of air-ticket, hotel accommodation, visa arrangements, claims etc.
- Prepare and raise purchases requisition for department related purchases
- Organizing engagement activities within team such as birthday, new joiners, exit, anniversaries etc.
- Inventory Management- Inventory naming, Area & Pricing Update, Design Changes areas & pricing update, Maintaining & updating Master, Recovery Memo for Major area variance, Cancel Bin Management, Tracking Promo eligibility, Control form for Sold attribute changes, Layout Maintenance and Update.
- Sales Launch Process & Monthly Promos- Coordination for T&C, Circulation of Sales Policies and Promotions, Circulation of Sales launches & Teasers, creating campaign in sales force, updating area and pricing, Allocation of Units HOD/RM level, Releasing the Inventory for booking.

DAMAC Properties LLC
Receptionist/Sales Support (February 2022 – May 2024)

- Assisting clients with their inquiries, appointments and resolving complaints.
- Provide administrative assistance to the Senior Vice President, Executives, Management and Operation team members
- Answering phones and routing calls as necessary.
- Keeping records of Walk In/Call Inquiry data in Salesforce.
- Processing applications for sick leaves, annual leaves and emergency leave to the operation team
- Reporting to the Head of Directors of Walk In/Booked appointments.
- Generates sales staff attendance via CISCO Attendance Management System.

SMART COMMUNICATIONS INC.
CUSTOMER RELATIONS OFFICER – (Dec. 2018– Nov. 2021)
Philippines

- Greetings clients, suppliers and guests entering the premise for the purpose of responding to inquiries and other concerns
- Responsible in increasing the revenue and subscription base through retention, cross selling and up selling of products and services.
- Handle basic inventory management
- Answers telephone system for the purpose of screening calls, transferring calls, responding to inquiries and/or taking messages
- Performs general secretarial and clerical functions; directly reporting to the general manager
- Securing satisfaction from the subscribers on their chosen plan inclusions
- Communicate and keep good relations with the ticket holders.
- Moderate and maintain the customer success query queue
- Responsible for processing after-sales requests for both individual and an enterprise account

MIROF RESOURCES INC.
Customer Relation Assistant – (March 2017 – July 2018)
Philippines

- Provides customer service with clients; primarily responsible for reception duties;
- Answer and re-direct all incoming calls and handle caller's inquiries. Receive, direct and relay telephone messages and fax messages.
- Ensures performance guarantees specific to client are met daily;
- Maintain the general filing system and file all correspondence.
- Directly report to the General Manager/owner
- Prepares sales order requests.
- Process payment when releasing the unit to the customer.
- Responsible for processing after-sales requests for both individual and enterprise accounts.
- Responsible for looking for a solution to customer complaints.