

Nadia

Property Manager & Office Operations Specialist

Johannesburg, South Africa

ROOCRUIT

PROFESSIONAL SUMMARY

A highly qualified professional holding a BPhil Honours degree in Marketing Management, specializing in property management and executive office operations. Demonstrates a proven track record in overseeing short-term and long-term rentals, managing contractor performance, and optimizing revenue for property owners. Proactive and detail-oriented with exceptional organizational, communication, and negotiation skills developed across international and local markets.

KEY SKILLS

- **Property Management:** Short & Long-term rentals, Inspections, Tenant Placement
- **Financial Management:** Revenue Optimization, Budgeting, Invoicing, Expense Tracking
- **Operations:** Facility Management, Supplier Relations, Project Coordination
- **Tech Stack:** CRM (Fresh Sales, Zoho), MS Office Suite, Google Workspace
- **Executive Support:** Diary Management, Stakeholder Communication, Gatekeeping
- **Soft Skills:** Negotiation, Crisis Management, Attention to Detail, Punctuality

PROFESSIONAL EXPERIENCE

PROPERTY MANAGER (SHORT TERM RENTALS)

October 2022 - Current

Premium Short-Term Rental Management Agency — Johannesburg, South Africa

- Oversee maintenance staff and contractors, ensuring cost-effectiveness and high performance.
- Liaise with and report to homeowners regarding revenue optimization and unit performance.

- Manage online presence across listing platforms, including bookings, rental rates, and guest reviews.
- Handle damage claims, guest inquiries, and emergency/crisis situations.
- Ensure compliance with property regulations and implement strategic promotions/discounts.
- Lead property inspections, site visits, and financial administration including owner statements and account payments.

OFFICE & PROPERTY MANAGEMENT

December 2021 - September 2022

Specialized Software Development Firm — Centurion, South Africa

Property Management (Long-Term):

- Managed a portfolio of 14 studio apartments, 2 cottages, and 1 house.
- Conducted credit checks, background analysis, and developed retention/vacancy strategies.
- Source and placed tenants while managing all lease renewals and marketing updates.
- Managed operating budgets, monthly expenditure analysis, and best-rate rent reviews.

Office Management & CRM:

- Provided executive support including diary management and meeting coordination.
- Managed daily office operations, including facilities maintenance, security, and stock management.
- Administered CRM systems (Fresh Sales and Zoho), tracking engagement and creating sales decks.
- Ensured health and safety policy compliance and handled all corporate correspondence.

HIGH SCHOOL ENGLISH TEACHER

November 2018 - November 2021

International Language Education Center — Hanoi, Vietnam

- Delivered high-level English instruction to high school students in an international setting.
- Developed cross-cultural communication skills and adaptable presentation techniques.

OFFICE AND PROPERTY ASSISTANT TO THE MD

March 2017 - October 2018

Regional Apparel and Textile Company — Johannesburg, South Africa

- Assisted the Managing Director in property oversight (Office, House, and Cottages) and lease management.

- Interpreted client briefs to compile professional PowerPoint presentations and costings.
- Managed procurement by liaising with suppliers for economical quoting and logistics coordination.
- Responsible for daily office efficiency, gatekeeping, and facilities maintenance.

SALES AND BRAND AMBASSADOR

January 2014 - February 2017

Marketing and Promotions Agency — Johannesburg, South Africa

- Represented various brands in sales-driven environments while completing undergraduate studies.

EDUCATION

BPhil Honours degree in Marketing Management

IMM Graduate School of Marketing, JHB, South Africa (Graduated 2022)

Bachelor of Commerce in Marketing and Management Science

IMM Graduate School of Marketing, JHB, South Africa (Graduated 2018)

National Senior Certificate (Matric)

Maragon Private School (2013)

LANGUAGES

- English (Native)
 - Afrikaans
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