

ZEENAT KAPASI, MBA

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11 YEAR CAREER HIGHLIGHTS

- Assigned Lead role in Digitalization efforts (Tango, YARDI, SharePoint)
- Abstracted over 1800 leases (English, Arabic, French, Russian)
- Established lease database systems enabling accurate information extraction & reporting for negotiations, process implementation and operational efficiency.
- Led a team of 12 people to facilitate delivery on targets for two separate departments.
- Hold merit of minimizing escalations raised to the Legal team
- Managed the development of Intellectual Property for the company by way of legal templates, training tools and an Orientation Manual encapsulating Policies & Procedures, System Use Manuals, Contact Lists, FAQs, Contract Template Databases and more.

SKILLS & ABILITIES

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|--|---|--|
| ✓ MS 365 (Excel, Word, Outlook, Teams, PowerPoint) | ✓ Oracle & SQL (Basic) | ✓ Business Process Design (Lucidcharts, Visio) |
| ✓ Yardi | ✓ Data Management | ✓ Document Control |
| ✓ Tango | ✓ Legal Support | ✓ Policy & Procedure Development, Compliance |
| | ✓ Digitalization - BRD, Design, UAT, Data Migration, QA | ✓ English, Hindi (Fluent) |

EXPERIENCE

Feb-Nov 2022

Data Entry Specialist – Leasing (Remote, Contract), Americana (Yum! Franchisees), Dubai - UAE

Lease abstractions | Lease translation (Arabic, French and Russian using Google Translate) | Verifying locations through Google Maps | Converting hard copy lease files into digitized entries | Systems integrity & compliance | Establishing data entry standards | Data validation | Investigating & rectifying data inconsistencies

Oct 2019-Oct 2020

Lease Administration Manager, Americana (Yum! Franchisees), Dubai - UAE

Lease abstraction | Contracts, Notices & Business Correspondence preparation, execution | Creating departmental presentations & reports | Lead the renewal process through Critical date & Clause management | Creating & managing centralized database of partners, NDAs and lease agreements | Reviewing and updating templates, master contracts, NDAs and other agreements | Data extraction, summarizing and reporting to assist in negotiations | Client Communications | Managing the contract execution/signing process | Business process compliance & management | Digitalization Business Lead for Tango - Business Requirement Documents, System Design, User Acceptance Testing, Data Migration, Data Quality Checks | Ad-hoc duties as assigned

Feb 2008-Jan 2018

Administrator (2008-2011) → Administration Manager (2011-2013) → Lease Contract Manager (2013-2018), Majid Al Futtaim Properties, Dubai - UAE

Diverse Team Management - 12 lease administrators, contract management services for specialty leasing across 20 malls. | Cross-functional coordination - Finance, Legal, Operations | Contracts, Notices & Business Correspondence preparation, execution | Creating departmental presentations & reports | Client Communications | Digitalization Business Lead for YARDI, SharePoint - Business Requirement Documents, System Design, User Acceptance Testing, Data Migration, Data Quality Checks | Tracking/Monitoring Tools – custom EXCEL-based databases | Recordkeeping/Documentation Control & Filing | Business process compliance & management | Contract preparation, execution | Training, System troubleshooting

EDUCATION

Mar 2015

Masters of Business Administration, *University of Wollongong in Dubai*

Mar 2007

Bachelors of Commerce – Marketing & Management, *University of Wollongong in Dubai*