

Sabrina Wai Lam

Property Manager and Content Creator

Education

University of the West of England

Master of Sciences in Digital Marketing
United Kingdom | 2021 - 2022

Hong Kong Baptist University

Bachelor of Social Sciences in Media & Social
Communication
Hong Kong | 2016 - 2018

Hong Kong Baptist University

Associate of Arts in Creative Communication
Hong Kong | 2014 - 2016

Certifications

The Fundamentals of Digital Marketing

Google Digital Garage | Mar 2023 - Present

Certified Digital Marketing Professional

Digital Marketing Institute | Feb 2023 - Present

How to Boost Lead Generation with SEO

Semrush | Jul 2023 - Jul 2024

Create an Effective Marketing Strategy

Semrush | Jul 2023 - Jul 2024

Hard Skills

- Adobe Creative Suite
- Canva
- Copywriting
- Digital Marketing
- Final Cut Pro
- Hootsuite
- Keyword Research
- MailChimp
- Microsoft Office
- SEO & SEM
- Wix
- WordPress

Soft Skills

- Adaptability
- Creativity
- Customer Service
- Organisational
- Teamwork
- Time Management

About Me

Hello there! I'm a Property Manager based in London, with over 5 years of experience in social media content creation. I bring a creative approach to managing properties, ensuring smooth operations and tenant satisfaction. Outside of work, I'm an enthusiastic traveller, always seeking new destinations to explore. I'm also passionate about beauty and fashion, and enjoy spending time with my furry dog.

Work Experience

Property Manager

Johns&Co Real Estate (Services) Limited | Full-time
United Kingdom | Nov 2024 - Present

- Manage a portfolio of 120+ luxury apartments in London, ensuring smooth daily operations and high levels of tenant satisfaction
- Coordinate and resolve maintenance issues promptly, liaising with contractors to maintain exceptional property standards
- Handle rental arrears, deposit negotiations, and dispute resolutions in accordance with legal requirements
- Build and maintain strong relationships with landlords and tenants through outstanding customer service, receiving 5+ Trustpilot reviews within 3 months

Property Management Consultant

The Champs (UK) Limited | Full-time
United Kingdom | Jun 2024 - Nov 2024

- Managed 50+ luxury apartments in London, ensuring seamless daily operations and delivering exceptional service to tenants
- Oversaw move-ins/outs, rent collection, and addressed tenant enquiries, fostering strong landlord relationships
- Coordinated routine and emergency maintenance, conducted regular property inspections, and ensured compliance with safety and maintenance standards

Office Administrator

Andrew Lloyd Estates Limited | Full-time
United Kingdom | Mar 2024 - May 2024

- Ensured smooth office operations, assisted agents, and maintained databases for a real estate agency
- Managed social media accounts to target the Asian market and attract new landlords

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