

CHRISTIAN PORRAS

PROPERTY MANAGEMENT ASSISTANT



CONTACT

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SKILLS

- Administrative Support
- Email Management
- Customer Service
- Creative Thinking
- Attention to Detail
- Adaptability to Change

SOFTWARES

- Microsoft Office
- Google Workspace
- Whatsapp Business
- Property Tree (CRM Software)
- Managed (CRM Software)
- Airtable (CRM Software)
- Freshdesk (CRM Software)
- Flikitover
- Inspection Express
- Inspect Real Estate
- RP Data
- Dialpad
- Shopify



PROFILE

More than two years experienced in Property Management Assistant and Executive Assistant, I bring a strong background in providing exceptional customer service while supporting property management teams with a wide range of administrative and operational tasks.



WORK EXPERIENCE

The Fruit Company November 2024 - January 2025

Customer Service Representative

- Handle Inquiries: Respond to customer inquiries through phone calls and email in a timely, professional manner.
- Issue Resolution: Actively resolve customer issues to ensure satisfaction and appropriate outcomes.
- Customer Care: Show empathy and respect, ensuring a positive customer experience.
- Record Interactions: Keep accurate records of customer communications.
- Collaboration: Discuss common issues with internal teams to improve service.
- Data Entry: Perform data entry tasks as needed.
- Order Assistance: Place orders and assist with order-related issues.

Cloudstaff Inc. April 2023 - November 2024

Property Management Assistant

- Assist Property Management with the day-to-day operations and tenant relations through the coordination of tenant requests and administration of maintenance services.
- Prepare necessary paperwork (contracts, leases, deeds, closing statements etc.)
- Handle inbound calls, tenant inquiries, and mass email correspondence
- Communicate with tenants regarding lease renewals, property concerns, and maintenance requests
- Assist with new leads, schedule property showings, screen prospects, and process rental applications
- Coordinate with trades for property maintenance & certifications (Smoke Alarm, electrical & Gas Compliance)
- Investigate tenant complaints, lease violations, and disturbances to ensure compliance.
- Manage rent collection, payment options, arrears follow-ups, and maintain financial records.
- Assist in processing payments for approved invoices, ensuring timely and accurate payment.

Universal Property System March 2022 - March 2023

Property Management Assistant/Leasing Administrator

- Handle inbound & outbound calls, tenant inquiries, and mass email correspondence.
- Cooperating with home inspectors, inquiries & other agencies/companies.
- Prepare lease agreements, and ensure proper documentation.
- Assist Property Management with the day-to-day operations and tenant relations through the coordination of tenant requests and administration of maintenance services.
- Assist with new leads, schedule property showings, screen prospects, and process rental applications.

Starbucks Philippines June 2019 - March 2021

Barista/Cashier

- Greet customers, take orders, and ensure a friendly and efficient service experience.
- Prepare Coffee & Beverages
- Keep the coffee station, kitchen, and seating areas clean and organized, ensuring a tidy environment at all times.
- Process customer payments, handle cash, and provide accurate change or receipts as required.
- Collaborate with other staff members to ensure smooth operations and provide excellent customer service.



EDUCATION

Bachelor of Science in Hotel and Restaurant Management

Holy Angel University 2014 - 2018

High School Graduate

Holy Angel University 2010 - 2014



CERTIFICATIONS AND TRAININGS

- Leasing Administration Certificate of Competency - 2022
- Stafflink Academy 2023
- F1 Hotel 2014
- HPDPR Seminar - 2016
- Centerpiece Making Seminar - 2017
- Craftbeer Fest Seminar 2017