



MELVILLE B. PIADO

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[Peronal Portfolio](https://melville-va-pro.base44.app/): <https://melville-va-pro.base44.app/>

PROFESSIONAL PROFILE

Dedicated and highly organized professional with extensive experience in property management, administrative support, and customer service. Proven ability to manage multiple tasks efficiently, streamline workflows, and ensure high-quality service. Adept at using various software tools to enhance operational efficiency and communication. Eager to bring my skills to a dynamic team and contribute to organizational success.

Skills

- Administrative Support
 - Email and Calendar Management
 - Data Entry & Record Keeping
 - Customer Service Excellence
 - Property Management
 - Lease Agreements & Document Preparation
 - Financial Monitoring & Reporting
 - Inventory Management
 - Proficiency in Microsoft Outlook, Microsoft Office, Excel & Google Workspace, Sharepoint, Adpbe
 - Software Knowledge: Property Tree, Agent Box, Inspect Real Estate, Zendesk, Amadeus, Canva, Landlord and Tenant Legal Systems, Appfolio, RealPage, Yardi(Breeze, Voyager)
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PROFESSIONAL EXPERIENCE

Onspot Global

Senior Virtual Assistant - Azoulay Weiss LLP

June 23, 2025 - January 28, 2026

- Maintain accurate data entry for case preparation and processing.
- Assisted with the preparation of rent demands and petitions.
- Coordinate with clients to secure necessary documentation for case preparation.
- Access property management portals to obtain required documentation.

Intogreat Solutions

Property Management Admin Support

June 11, 2024 - January 25, 2025

- Managed and responded to client emails and prepared lease agreements using Adobe.
- Send notices to property owners and tenants, ensuring clear communication.
- Entered necessary property data into Property Tree and handled smoke alarm subscription bookings.
- Managed property listings and cloned them into Inspect Real Estate, adding prospective clients to the marketing list.
- Lodged bond payments and notified ACT for land tax and rates redirection.

Inspiro Relia Inc. (Ignite Travel)

Customer Service Representative

March 31, 2023 - June 10, 2024

- Reviewed and uploaded passenger itineraries, ensuring all necessary attachments were in place.
- Coordinated with departments and clients to resolve discrepancies and ensure all details were accurate.

Transnational Properties Inc.

Admin Assistant

April 16, 2018 - March 31, 2023

- Managed billing and collections of rent, utilities, and property assessments.

- Monitored fund disbursement and ensured compliance with a $\pm 7\%$ variance to the approved budget.
- Coordinated with housekeeping and maintenance teams for office upkeep.
- Provided timely responses to tenant concerns and prepared monthly expense reports, profit and loss reports..
- Ensured that all necessary documents such as licenses, permits, and contracts were renewed on time.
- Supported timekeeping and attendance tracking for third-party housekeeping, maintenance and security contractors.

The Tri Temple Inc. (Triathlon Shop)

Store Manager

September 2015 - June 2017

- Oversaw daily store operations, customer service, and visual merchandising.
- Ensured stock replenishment and handled suppliers to maintain optimal inventory.

Supply Chains Integration and Distribution, Inc. (L'Arte Store)

Fashion Consultant

November 2013 - May 2015

- Provided exceptional customer service and managed sales transactions accurately.
- Maintained store organization and communicated any issues to management for timely resolution.

Republic Apparel Retailers Inc. July, 2012 - September 20, 2012

Sales Associate(Rimowa)

- Executed store opening and closing procedures, ensuring a smooth operation.
- Assisted customers with merchandise knowledge and sales transactions.
- Updated softcopy files and communicated store announcements effectively.
- Maintained store cleanliness and inventory accuracy for a productive environment.

Adora Retail Philippines Inc. Makati

July, 2011-July, 2012

Admin OIC/Admin Coordinator(Adora)

- Coordinated with contractors and service providers to schedule regular training for admin staff, ensuring store upkeep and maintenance.

- Monitored and ensured timely renewal of contractors' contracts, maintaining compliance with terms and conditions.
- Assisted HR/Admin Manager in creating training materials and updating Admin Principles and guidelines.
- Managed office and maintenance supplies, ensuring adequate stock levels and submitting supply requests as needed

Republic Apparel Retailers Inc.

June, 2010-July, 2011

Store OIC (Stella Luna)

- Assisted customers with their inquiries and purchases, ensuring a positive shopping experience.
- Managed daily sales transactions accurately in the POS system, maintaining financial integrity.
- Communicated store issues and recommendations to superiors, fostering a proactive problem-solving environment.
- Maintained store cleanliness and orderliness, creating a welcoming atmosphere for customers.

Republic Apparel Retailers Inc.

October, 2009-June, 2010

Cashier (Tyler)

- Managed cash count and daily sales handling procedures, ensuring accuracy in POS transactions.
- Encoded customer profiles for personalized service.
- Developed strong attention to detail and organizational skills in a fast-paced retail environment.

Pretty Look Incorporated

September, 2005-April, 2006

Sales Clerk/OIC

- Assisted customers with purchases, handled cashiering duties, maintained store cleanliness, and ensured accurate inventory management at Pretty Look Incorporated.
- Developed strong customer service skills, attention to detail, and inventory management expertise.
- Contributed to a positive shopping experience for customers and supported the overall operations of the store.

Play and Display

August, 2000-February, 2001

Sales Executive/OIC

- Assisted customers with purchases and provided quotations, ensuring a seamless shopping experience.
 - Managed cashier duties in the absence of the store cashier, maintaining accurate sales records.
 - Oversaw inventory control to guarantee product availability and organized store operations efficiently.
 - Held responsibility for store key management, ensuring security and access control.
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EDUCATION

Far Eastern University, Sampaloc, Manila

Bachelor of Science in Accountancy

1994-2000

St. Mary's Academy, Oslob, Cebu

Secondary Education

1990-1994

Personal Background

Date of Birth: September 30, 1977

Place of Birth: Manila

Dialects Spoken: English and Filipino

Religion: Roman Catholic

REFERENCES

Vilma Centeno

Line Manager – Intogreat Solutions

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Melody V. Cruz

Former Store Operations Manager – Adora/RARI

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Engr. Mark dela Cruz

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Engr. Paul Iquiña

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Former Colleague – RARI/ARPI

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Rachelle Pangilinan

Fashion Consultant – Supply Chains Integration and Distribution

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123test.com/report/1BUN6GUY87RNHVZ2FV

Report information

Gender: Female
Age: 47

Your DISC Personality Report

Introduction

Your specific distribution of scores on the DISC personality test is an indication of your unique personality. You can think of this as your DISC Personality 'DNA'. In the pie chart below you see your distribution of scores.

The highest percentage is likely to be your most dominant personality factor, the second highest your next most dominant personality factor and so on. As such for you the DISC factors are ordered as: Dominance, Steadiness, Compliance, Influence.

Fig. 1 DISC SCORES

PERSONAL SCORES

Factor	Percentage
DOMINANCE	40 %
STEAIDINESS	21 %
COMPLIANCE	21 %
INFLUENCE	18 %

DISC Personality Model

To help you understand the DISC model of personality here are definitions of the four factors measured.

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- Career test
- Competency test
- Personality test
- Work values test
- Team roles test
- Jung personality test
- DISC personality test

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DISC Personality Model

To help you understand the DISC model of personality here are definitions of the four factors measured.

	Dominance	Describes the way you deal with problems, assert yourself and control situations.
	Influence	Describes the way you deal with people, the way you communicate and relate to others.
	Steadiness	Describes your temperament - patience, persistence, and thoughtfulness
	Compliance	Describes how you approach and organize your activity, procedures and responsibilities.

Your DISC personality type

Your unique sequence of scores characterizes you in a specific way. The positive impact you are likely to make on people is:

You are responsive to challenges in a practical, realistic and enthusiastic manner. You are a fact orientated person capable of providing help based on solid information. You are assertive, self-sufficient and individualistic. People are likely to perceive you as being rational and creative at the same time.

Intro Video:

https://drive.google.com/file/d/1MT8KnWrDLt8Ana0APeQSKtawMjz9IUGb/view?usp=drive_link