

# MAJA REYES

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## ABOUT ME

Experienced property management professional focused on improving efficiency and simplifying processes to help property managers save time and succeed, while supporting company growth.

## EDUCATION

Philippine Women's University | 2015 - 2017

## SKILLS

- **Strong Verbal & Written Communication**
- **Project Management and Data Analysis:**  
GSuite, MS 365, MS Teams, MS Planner, Microsoft Excel, Trello, Airtable
- **Social Media Management:**  
Canva, BoxBrownie, Tiktok, Facebook, Instagram, Postplanner, Dropbox, Pinterest, Zoho Social, Capcut
- **Property Management:**  
PropertyMe, Property Tree, Tapi, IRE, Inspect Express, Realworks, DocuSign, iDashboard, RP Data, Airtasker, REA
- **Guest Experience Management:**  
Airbnb, Lodgify, Booking.com, VRBO, Veriff, Zoho One, Zoho Vault, Groundwire VoIP, 3CX, Text Magic, Tapo, Deputy Roster
- **Email and Calendar Management:**  
Outlook, Gmail, Notion, Thunderbird, Google Calendar, Infinity



## WORK EXPERIENCE

### Property Management Support

Flourish Homes Pty Ltd | June 2022 - Jan 2025

- Landlord and tenant relations including paperwork and scheduling appointments, maintenance coordination and financial management.

### Guest Experience Manager

Smart Suites Pty Ltd | March 2024 - Sept 2024

- Proficiency in property management software; Airbnb platform.
- Experience in hospitality and problem-solving.

### Property Management Assistant

Beautique Realty | June 2021 - June 2022

- Supports management in daily operation, ensuring efficiency to residential or commercial management. Includes admin tasks and maintenance coordination.

### Social Media Moderator

Majorel Clark | March 2020 - June 2021

- Review and monitor user generated content for adherence to community guidelines.

### Email Support Representative

TaskUs Clark | Oct 2018 - Jan 2020

- Responding promptly to customer emails, providing clear and accurate solutions.

# PROPERTY MANAGEMENT ASSISTANT

## ROLES & RESPONSIBILITIES



Landlord & Tenant Relations	<ul style="list-style-type: none"><li>● Processing Applications, tenant screening</li><li>● New management, new tenant, lease renewals</li><li>● Vacating tenants and break lease</li><li>● Transcribing entry and exit condition report</li></ul>
Maintenance Coordination	<ul style="list-style-type: none"><li>● Seeking suppliers and obtaining quotes</li><li>● Sending work orders and issuing entry notices</li><li>● Basic troubleshooting with tenants</li><li>● Ensuring property compliance (pool compliance, smoke alarm, water flow and fire extinguishers)</li></ul>
Email & Calendar Management	<ul style="list-style-type: none"><li>● Attending to landlord and tenant concerns (4 hour turnaround time)</li><li>● Scheduling appointments and attending meetings</li><li>● Scheduling monthly routine inspections</li></ul>
Bills & Invoicing	<ul style="list-style-type: none"><li>● Landlord and tenant - Water invoicing</li><li>● Landlord and tenant - Electricity usage invoicing</li><li>● Landlord - Rates notices and telecom invoicing</li><li>● Supplier or tradespeople - Invoicing</li></ul>
Inbound & Outbound calls	<ul style="list-style-type: none"><li>● Addressing maintenance concerns and basic troubleshooting</li><li>● Active listening and documenting conversation</li><li>● Follow ups</li></ul>
Advertising & Property Listing	<ul style="list-style-type: none"><li>● Photo editing and social media posting</li><li>● Ordering sign boards and organising open homes</li><li>● Listing properties to applicable sites</li></ul>