



Jonathan Aragones

 Melbourne Victoria  0450 704 087

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Objective:

To obtain a position where my strong organizational skill sets and the ability to work well with people will grow. To demonstrate my history of knowledge in construction and development, which includes occupational health and safety, maintenance of essential services, and managing communal facilities. And to gain a higher level of responsibility and experience using my skills in negotiation, customer service, and leadership.

Achievements:

2015 Appointed as Admin Building Manager

After (3) three months at work, I have been appointed to join the team to look after Prima Tower, one of the highest residential building towers in Southbank CBD, while looking after Ryan&Leveson residential complex. I assisted the team in Prima Tower to set-up the front of the house as Admin Building Manager establishing staff operational procedures and training concierge staff to develop high customer service.

2016 Appointed as Admin Defect Manager

The Matrix system that I developed was successful, and it has been using in other buildings. I was appointed to assist 318 Abode in setting-up the front of the house while looking after outstanding defect items on the building handover while working as Admin Building manager in Prima Tower. I also become a relief manager for these towers.

2017 Appointed as Sole Building Manager

Royal Elizabeth was appointed to me since it received the occupancy permit. I set-up the concierge operational procedure as a benchmark for other buildings. Royal Elizabeth becomes the training ground for all new concierge staff.

Companies Award: *The team is receiving compliments from clients for having a high customer service level.*

2019 & 2020 Awarded – Royal Elizabeth 3rd Best Rated

We have been recognized as one of the Top 3 Apartments on;

<https://threebestated.com.au/apartments-for-rent-in-melbourne-vic>

Companies Award: *Our department received multiple awards in the company as the most high-performance achiever team.*

2019 Appointed as Multi-Building Manager

While looking after Royal Elizabeth, I was appointed to look after another (2) two more sites with (3) three residential complex buildings. These building operations were set-up by me, so looking after them was that easy.

2020 Appointed as Multi-Building Manager with more mixed buildings.

I was appointed and trusted to manage another site with (8) eight mixed residential buildings on top of the other three sites with (3) three-building complex and one tower that I am looking after.

So, altogether my portfolio was (4) sites with complete building management tasks all assigned just to me.

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Expertise:

Facilities Management:

Managing Class 2 Multi-Dwelling Buildings with multiple Owners Corporation management. Implementing registered Owners Corporation rules and creating a happy community by educating all patrons to follow the rules. Making sure all assets are compliant and AESMR documentation are up to date.

Project Management:

Defect Management for New Building Sites. Working along with project managers for lot settlement handover. Making sure the client obtains satisfaction in the service and feel rewarded.

Administration:

Managing concierge staff and daily contractors onsite, event bookings, residential matrix, ordering keys, programming the swipe card and car park remotes, security management, preventative building maintenance plan management, repair & maintenance management, waste management, roster management.

OH&S Procedures Management:

Creating and implementing policies and procedures to ensure the buildings meet occupation health and safety requirements and to make sure the facilities comply with the legislation.

Implementation & Execution:

Setting appropriate response procedures to any emergencies or urgent issues and dealing with the consequences. Training all staff to be confident and competent. Creating an elite concierge team to perform above and beyond.

Roster Management:

Assigning skilled staff, making sure we covered all the shifts. Coordinating the leave application to the HR Manager directly.

Event Organizer:

Making a schedule for public talks with different themes or topics every week. Preparing for chairman and readers.

(3) Three Main Traits

Negotiation: I am a business win-win oriented person facilitating mutually beneficial returns. I always presenting the goal to aim the right target.

Customer Service: One of my skills is troubleshooting. I listen carefully and always ask the right question. I am a solution-based decision making without compromising any matters that trouble others.

Leadership: When empowering the staff, I always coaching and counselling them to give guidance and so they become effective and competent to do their duties. They intend to do above and beyond my expectations.

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Skills & Knowledge:

Computer System Network & Technology:

CCTV: Milestone, iVMS, HikVision, Xstream; SECURITY SYSTEM: Integrity, Insight; Microsoft Software's & App; VOIP - Voice Over IP Technology and Management, Website & Software Development.

Customer Relationship Management Software:

ENTO Software for Rostering management, KINDRED Software Keyvision for Residential & Contractor Management, MYBOS Software for Residential & Contractor Management, X.I MATRIX Software for Residential Management.

Trained to Perform High Risk Work:

Currently possessing Work Safe Victoria Licence for Occupational Health & Safety Construction Induction. Was possessing Work Safe Victoria Licence for Classes LO & LF. Trained by St. John Ambulance Australia to provide First Aid (HLTAID003), Certification was issued on 17/10/2015.

Real Estate & Construction:

Certified Real Estate Agent Representative. Certified in Transport & Logistic Warehouse Operation. Certified in Workplace Professionalism for Trades Work from WCIG Trading Agency.

Public Speaker:

Giving public talks in congregations with average of 90 audience in attendance. Teaching bible base principle and values.

Personal Qualities:

- I am a Software Developer, so then I am Analytical and Organize.
- I am handling multiple buildings with different Strata Management, so then I work efficiently even under pressure.
- I make my actions and decisions today for the benefits of tomorrow, so maintaining the quality and efficiency of all services is my priority.
- I value customer relations, so then dealing with matters tactfully and respectfully is my nature.
- I love to learn, so then others opinion is open for discussion.
- I conduct public talks, so then I empower others by words of motivation and encouragement.
- I know my limit, so then I can maximize my potential.
- I love to work with people, so then building a team is my prime goal.
- I am confident and friendly, so then I am easy to adapt and quick to learn.
- I am punctual with time management, so then I am motivated, reliable, honest, and hard-working.

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Work History:

Connect Facilities (Australia)

Since year 2015 - Present

Current Position/Role: **Class 2 Multi Sites Building & Facilities Manager**

Experience in the industry:

Previously managing 11 buildings with multi townhouses in 4 sites, including concierge staff and onsite contractors.

I have more than (5) five years of experience in building and facilities management and (12) twelve years in business development. I am currently managing (4) four residential building sites that have (11) eleven buildings with multi-townhouses and commercial tenancies, including concierge staff, security staff, and onsite contractors.

Duties & Responsibilities:

- **Customer Service:** Answering emails and calls regularly. Following up on outstanding tasks and creating a projection to be reported in the next committee meeting. Making sure the client obtains satisfaction in the service and feel rewarded.
- **Team Building:** Coordinating and leading one or more staff to cover various areas of responsibility. Making sure all staff met the requirements by having a regular meeting every week for tool box performance.
- **Roster management:** Assigning skilled staff, making sure we covered all the shifts. Coordinating the leave application to the HR Manager directly.
- **Administration:** Managing concierge staff and daily contractors onsite, event bookings, residential matrix, ordering keys, programming the swipe card and car park remotes, security management, preventative building maintenance plan management, repair & maintenance management, waste management, roster management.
- **Complaint Management:** Dealing with residents' queries and complaints. Making all occupants have a balanced use of communal facilities and enjoy the premises. Implementing registered Owners Corporation rules and creating a happy community by educating all patrons to follow the rules. Creating daily reports of tasked review and preparing a task list for the next following schedule.
- **Contractor Management:** Preparing work orders and documents for repair & maintenance and conducting contractor's inductions to the building. Making sure all Essential Services are compliant and AESMR (Annual Essential Safety Measures Report) are up to date. All Asset Service Reports are reviewed and documented. Prepare case reports for any attention to repairs or upgrades and always includes (3) three work quotation proposals. Creating and implementing policies and OH&S procedures.
- **Meetings & Presentations:** Assisting the Senior Facility Manager and OC-Managers to conduct meetings for members of the Owners Corporation. Creating general reports, budget management, and invoices.

Summary of other work history:

- | | |
|--------------------------|-------------------------------|
| • Property Management | <i>4 years of experience</i> |
| • Business Development | <i>12 years of experience</i> |
| • Information Technology | <i>5 years of experience</i> |
| • Event Organizer | <i>4 years of experience</i> |
| • Trade Work | <i>8 years of experience</i> |

Work Style:

- Analytical
- Administrative
- Creative
- Practical

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List of Building Locations Assigned:

- **PRIMA PEARL TOWER** Residential Building | 35 Queensbridge Street Southbank
69 LEVELS with more than 600 Apartments and 2 concierge desks of 24/7 High-Security Service with 6 OC management; Assigned as Admin Building Manager and Relief Building manager with other 2 more assigned Building Manager.
Role:
 - Admin Building Manager
 - Relief Building Manager
- **ABODE 318** Residential Building | 318 Russell Street Melbourne
56 LEVELS with more than 500 Apartments and 1 concierge desk of 24/7 High-Security Service; Assigned as Admin Building Manager and Relief Building manager with 1 more assigned Building Manager.
Role:
 - Admin Building Manager
 - Relief Building Manager
- **ROYAL ELIZABETH** Residential Building | 151 Berkeley Street Melbourne
19 LEVELS with 150 apartments, 2 commercial tenancy and 1 concierge desk of 24/7 High-Security Service;
Role:
 - Multi Sites Building Manager
 - Relief Building Manager
- **RYAN&LEVESON** Residential Building | 68 Leveson Street North Melbourne
2 Building Blocks, 5 LEVELS with 96 Apartments and garden care taker service;
Role:
 - Multi Sites Building Manager
 - Relief Building Manager
- **ARDEN PARK** Residential Building | 257 Abbotsford Street North Melbourne
1 Building Block, 5 LEVELS with 88 Apartments, 1 commercial tenancy and garden care taker service;
Role:
 - Multi Sites Building Manager
 - Relief Building Manager
- **La Scala Precinct** Residential Buildings | 2, 4, 30-52, 54, 56, 58-60 & 6-28 La Scala Avenue Maribyrnong
6 Building Blocks + 4 Multi Townhouses Blocks with 7 OC management and garden care taker service;
Role:
 - Multi Sites Building Manager
 - Relief Building Manager

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Other Work History:

XiRTAM Interactive (Australia)

2017 – Present

Proprietor / General Manager

- Website Development
 - CRM – Customer Relationship Management Software Development
 - VOIP – Voice Over IP technology and management.
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UniLodge College Square| YMCA Student Accommodations (Australia)

2014 - 2015

Property Manager / Assistant Facilities Manager

- Helping Rental Property Management
 - Conducting property inspection, Making condition report.
 - Assigning work orders for repairs and maintenance.
 - Updating all files and documents for new tenants.
 - Assigning new accounts for new leased agreements.
 - Preparing all documents for the end of the lease.
 - Lodging work task for the end of the lease.
 - Executing leased agreements with the new tenants.
-

FIRST NATIONAL Real Estate D&K (Australia)

July 2013 - June 2014

Property Assistant Manager / Sales Executive

- Helping Rental Property Management
 - Qualifying applicants through reference checks and documentation.
 - Executing leased agreements with the new tenants.
 - Conducting property open inspection.
 - Preparing Condition reports and Routine inspection reports.
 - Making potential property listing for SALES and LEASE.
 - Market the property in private treaty and auction approach.
 - Customarily check and reply to all email/call inquiries executing the sales through signing the contract.
-

READY2CLEAN Domestic and Commercial Cleaning Services (Australia)

March 2012 - 2015

Proprietor / General Manager

- Developing Maintenance Schedule System for the facilities
- Managing the task and duties for workers. Developing Contract and Business Network.
- Business Development, negotiating, hiring contractors and deploy management.
- Accounting, budgeting, building projection of stability of the business.

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WCIG/Cleanable (Australia)

May 2007 – February 2012

Cleaner – Team Leader | Supervisor / Asset Maintenance

- Cleaning offices building sites, communal facilities and houses in different areas.
 - Making sure the team arrive on time at the workplace and met the job requirements.
 - Roster Management and setting schedule of cleaning tasks to be assigned.
 - Developing Reports and Documentation.
-

Fuji Electronic Incorporated and Manufacture (Philippines)

Dec 2005 - June 2006

Production Operator Manager

- Preparing products to be processed in the machine.
 - Checking the product if damaged or good quality and met the standard.
-

KMC Real Estate (Philippines)

2003 - 2005

Real Estate Agent / Assistant

- Assisting Property Manager in Real Estate by selling property/ land and Insurance policies for developing villages
-

One Gen Insurance | PhilAm Life Insurance (Philippines)

2003 - 2005

Proprietor/ General Manager

- Business Development Manager
 - Marketing Entrepreneur & Businesses
 - Sales Representative, Product Analysis
 - Writing Policies for Driver Insurance, Car Insurance, Life Insurance, Educational plan
-

Proprietor - Computer Technology (Philippines)

2003 - 2005

Proprietor/ General Manager

- Computer Technician / IT Programmer / Fixing and troubleshooting.
- Assembling computers and installed software ordered by customers.

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Educational Background:

1st year in Bachelor of Science in Information Technology

(RMIT – Open University Australia)

2019

Certificate of Real Estate Agent Representative

(KANGAN Institute in Broadmeadows Victoria, Australia)

2013 / Completed

Certificate III Micro Business Management

(KANGAN Institute in Essendon Victoria, Australia)

2012 / Completed with the NEIS Scheme Program

Certificate III Transport and Logistic Warehouse Operation

(FORESITE Training in Sunshine Victoria, Australia)

2012 / Completed the training

LF – Australian Forklift License

LO – Australian Order Picker License

RF – Scan Packing Competency Cert.

RT – Reach Truck Competency Cert.

PL – Pallet Truck Competency Cert.

White Card – (OH&S Occupational Health and Safety License) Act 2004

Training Certificate in Workplace Professionalism

(WCIG Trading as Cleanable Property Maintenance Services, Vic Australia)

2008 / Completed the training.

1st year in Bachelor of Science in Electrical Engineering

(University of the EAST Manila, Philippines)

2006 – 2007 / Completed the whole one year of Semester

Diploma Certificate of Computer System Network and Technology

(AMA Computer Learning Centre Candelaria Quezon, Philippines)



2001 – 2004 / Completed

Training Certificate in Electronics

(Mobile Power Technical Training Centre Co. Candelaria Quezon, Philippines)

2001 / Completed

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References:

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