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| JANAHVIL OROZCO | janah.orozco@gmail.com + 63 917 839 9785  Manila, Philippines |

# **ABOUT ME**

Over 4 years of experience in the real estate industry, focused on client services and property operations, including community formation and operational expenses management. Excellent in resolving problems, improving customer satisfaction, and driving overall operational improvements. Consistently provided sound recommendations in addressing community concerns in various horizontal and vertical residential projects.

# **OBJECTIVE**

To contribute to the development of a real estate company where I shall utilize my technical construction proficiency and community relations experience, and to continue my career with an organization that will provide the best opportunity for growth.

# **EXPERIENCE**

**SENIOR COMMUNITY RELATIONS ASSOCIATE** | ALVEO LAND CORP.

NOVEMBER 2019 –PRESENT

* Monitors completion of common areas and amenities for conveyance to the homeowners / unit owners.
* Facilitates conveyance of the property from the developer to the Board of Trustees.
* Handles community concerns and provides efficient solutions to maintain customer satisfaction and to protect the developer-client relationship and brand loyalty.
* Monitors the implementation of policies and property maintenance, and ensures the safe and comfortable living experience of the homeowners / unit owners.
* Monitors operating expenses to ensure sound financial status of the property.

## **SENIOR TECHNICAL ASSOCIATE** | ALVEO LAND CORP.

APRIL 2017 – OCTOBER 2019

* Monitored performance of the Quality Control Assistants.
* Monitored construction progress and efficiency prior turnover to homeowners / unit owners.
* Ensured completion timeline and targets are achieved.
* Ensured plans are followed and deliverables installed are correct and as per quality standards.
* Handled client concerns regarding issues in their units and recommended efficient methodology of repairs.
* Maintained developer-client relationship to ensure after-sales satisfaction and brand loyalty.

## **QUALITY CONTROL ASSISTANT** | ALVEO LAND CORP.

AUGUST 2016 – MARCH 2017

* Conducted punch listing and close out of units as per quality standards established by the developer.
* Monitored completion of works for units with punch lists.
* Turned over units in pristine condition to homeowners / unit owners.

# **EDUCATION AND CERTIFICATION**

##### **LICENSE IN CIVIL ENGINEERING**

PROFESSIONAL REGULATION COMMISSION OF THE PHILIPPINES

###### 2015-Present

* **BACHELOR OF SCIENCE IN CIVIL ENGINEERING**

ATENEO DE DAVAO UNIVERSITY

2010-2015

# **SKILLS**

* Construction & Real Estate Proficiency
* Client Handling & Community Relations
* Oral & Written Communication
* Analytical Skills
* Management Skills
* Interpersonal Skills
* MS Word, Excel, PowerPoint Skills