

# **Henry H. Arrozal**

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## **Professional Summary**

Property Manager with over two years of experience managing 50+ residential units using AppFolio. Skilled in lease administration, tenant relations, financial reporting (rent roll, delinquency, CAM reconciliation), and vendor management. Proven record of maintaining 95% tenant retention and delivering 98% accuracy in reporting. Background in financial analysis, customer support, and SaaS property management tools.

## **Core Competencies**

- Property Management Systems (AppFolio, QuickBooks, Yardi, Buildium)
- Lease Administration & Renewals
- Tenant Relations & Retention
- Rent Collection & Delinquency Management
- Financial Reporting (Rent Roll, CAM, Budgeting)
- Vendor & Maintenance Coordination
- Compliance & Risk Management
- Occupancy Optimization

## **Professional Experience**

### **Property Manager | 2022 – 2024**

- Oversaw 50+ residential units, managing lease agreements, renewals, tenant move-ins/out, and rent collection.
- Utilized AppFolio daily for tenant records, online payments, lease tracking, vendor work orders, and financial reporting.
- Generated and reviewed reports including rent roll, delinquency, and CAM reconciliation with 98% accuracy.
- Coordinated maintenance and vendor services, reducing average request resolution time by 20%.
- Improved tenant retention from 85% to 95% by enhancing communication and service delivery.
- Ensured compliance with lease terms, fair housing regulations, and local property laws.

### **Digital Financial Analyst | TaskUs | May 2024 – Feb 2025**

- Processed and reconciled 1,000+ digital transactions weekly with 99% accuracy.
- Supported property clients using AppFolio and QuickBooks for account monitoring, billing, and reporting.
- Reduced discrepancies by 15% and improved reporting turnaround by 20%.

### **Chat & Email Support Specialist (E-Commerce) | Concentrix | Dec 2023 – Apr 2024**

- Resolved 60+ daily customer inquiries related to orders and tracking via Zendesk.
- Achieved 95%+ CSAT scores consistently across support channels.
- Reduced Average Handling Time (AHT) by 12%, ensuring SLA compliance.

### **Executive Assistant (Remote / Freelance) | Feb 2022 – Oct 2022**

- Managed calendars, travel, and reporting for 3 executives.
- Prepared weekly reports and presentations, improving decision-making efficiency.
- Coordinated business travel and events, reducing scheduling conflicts by 30%.

### **Customer Service Representative (Healthcare) | Sagility | Oct 2020 – Jan 2022**

- Supported 50+ clients daily with insurance claims and policy inquiries.
- Maintained 98% HIPAA compliance in all communications.
- Improved First Call Resolution (FCR) by 15% through accurate issue handling.

### **Chat Support Representative (Telecommunications) | Startek | Jun 2016 – Jul 2017**

- Handled 70+ live chats daily, resolving billing and technical issues with 90% first-contact resolution rate.
- Ranked in the top 10% of team performance metrics.
- Maintained accurate records while exceeding productivity targets.

## **Education**

Bachelor of Science in Civil Engineering (BSCE), Eulogio Amang Rodriguez Institute of Science and Technology | 2017 – 2022

Technical Training: Unitech Educational Program Corporation (Business & IT Support Modules)

## **Key Achievements**

- Improved tenant retention rate from 85% to 95% across 50+ units.
- Delivered 98% accuracy in property financial reporting via AppFolio.
- Reduced vendor turnaround time by 20% through proactive coordination.
- Consistently achieved 95%+ CSAT scores in customer support roles.