

# Saurav Pokhrel

Real Estate Virtual Assistant • Real Estate Operations Coordinator • Transaction Coordinator • CRM & Process Automation

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Remote — Nepal • Full US Hours (EST / PST / CST) • No Visa Required • English C1 • Immediate Start • Portfolio: saurav-p1.github.io/saurav

## PROFESSIONAL SUMMARY

Remote Real Estate Property Management Specialist and Operations Coordinator with 2+ years supporting US-based property owners across a 70+ unit, \$2M+ portfolio — delivering 98% rent collection, 96% occupancy, and 98% client satisfaction with zero SLA breaches, entirely remotely from Nepal. Expert in transaction coordination, lease administration, lease renewals, tenant relations, CRM implementation (Salesforce, HubSpot, Zendesk), and Zapier-driven process automation. Reduced onboarding from 14 days to 9 days (35%) and saved 20+ hours/week. Full-stack developer background (Python, Django, React.js) enables self-sufficient automation. Available full US hours; no visa required; immediate start.

## CORE COMPETENCIES

**Real Estate & Property Ops:** Property Management Software • AppFolio • Yardi • Buildium • Property Management • Tenant Onboarding • Tenant Relations • Lease Administration • Lease Renewals • Lease Compliance • Lease Documentation • Tenant Screening • Tenant Retention • Delinquency Management • Occupancy Rate Optimization • Move-In / Move-Out Coordination • ARV Analysis • NOI Optimization • Property Inspections • Virtual Inspections • Maintenance Coordination • Work Orders • Vendor Contracts • Fair Housing Compliance • Multi-Family Housing • MLS • Property Listings • Owner Reporting

**Transaction & Admin:** Transaction Coordination • Closing Coordination • Escrow Management • Pipeline Management • Document Management • Deadline Tracking • Scheduling & Calendar Management • Email Management • Cross-Party Coordination • Compliance Tracking • DocuSign • Google Workspace • Asana • Trello • Loom • Slack • Teams

**CRM & Client Support:** Zendesk • Salesforce • HubSpot • Follow Up Boss • SLA Management • Customer Success • Multi-Channel Support (Email / Phone / Chat / WhatsApp) • Ticketing Systems • Escalation Handling • Stakeholder Communication • Issue Resolution

**Automation & Analytics:** Zapier • Excel (VLOOKUP, Pivot Tables) • QuickBooks • Accounts Receivable • Accounts Payable • Budget Management • Operating Budgets • Task Prioritization • Google Analytics • Google Workspace • AI Tools • Process Documentation • Workflow Automation

**Technical (Supporting):** Python • Django • JavaScript (ES6+) • React.js • Node.js • MySQL • PostgreSQL • RESTful APIs • Git • GitHub • Docker • AWS • Stripe Integration

## PROFESSIONAL EXPERIENCE

### Real Estate Virtual Assistant & Operations Coordinator

Jan 2024 – Present

United Real Estate • Remote • Texas & Washington State, USA

- Spearheaded Zapier automation across the full tenant onboarding lifecycle, cutting average cycle time from 14 days to 9 days (35% faster) and saving 20+ hours/week — zero missed milestones across 3–5 concurrent onboardings over 18+ months.
- Implemented Zendesk CRM from scratch with no prior experience — configured ticket routing, SLA rules, and multi-channel queues (email, phone, WhatsApp) within 2 weeks; achieved 96% first-contact resolution and 40% faster response times, managing avg. 120–150 tickets/month across 200+ total monthly interactions.
- Managed end-to-end property management operations for a 70+ unit, \$2M+ portfolio: delivered 98% rent collection, 96% occupancy, and 98% client satisfaction through proactive lease administration, lease renewals, tenant relations, rent roll tracking, and ARV analysis — producing monthly owner reporting and NOI dashboards.
- Coordinated 50+ work orders and maintenance requests/month across vendors, inspectors, and owners in two US states — resolved all escalations with zero SLA breaches; conducted property inspections, Fair Housing compliance audits, and lease compliance reviews across multi-state portfolio.
- Produced monthly NOI reports, operating budget analysis, and owner-facing performance dashboards via Excel and QuickBooks — managed accounts receivable, accounts payable, vendor contracts, and operating budgets; flagged delinquency trends and collections activity to inform owner decisions.

### Business Development & CRM Coordinator

Apr 2023 – Jul 2023

BDBBoost3r • Remote • Lisbon, Portugal (Short-term Contract)

- Managed HubSpot CRM pipeline of 100+ prospects; built automated email sequences that reduced manual outreach by 45% and improved lead conversion by 20% through structured outreach and follow-up cadences.

- Generated 30+ qualified B2B leads via LinkedIn Sales Navigator — coordinated stakeholder communications end-to-end across the full sales cycle.

## Full Stack Web Developer

Jan 2023 – May 2023

Freelance · Remote (Contract)

- Built Travel Management System (Django, MySQL, RESTful APIs, 70% test coverage) and Business Marketplace supporting 500+ listings and 1,000+ monthly active users with Stripe payment integration.
- Optimized performance from PageSpeed 58 to 92: achieved 35% faster load times and 42% higher user engagement.

## KEY PROJECTS

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### Zapier Tenant Onboarding Automation · United Real Estate, 2024

- Identified manual bottlenecks across a 5-step onboarding process and rebuilt it entirely in Zapier — connecting lease signing, communication sequences, inspection scheduling, move-in checklist, and feedback collection into a single automated pipeline. Built and maintained independently with no technical team; sustained 35% onboarding improvement (14 → 9 days) over 18+ months with zero pipeline failures.

### Zendesk CRM Implementation from Scratch · United Real Estate, 2024

- Sole implementer of a full Zendesk deployment covering a multi-channel support environment (email, phone, WhatsApp) with custom SLA rules per inquiry type, owner-facing dashboards, and automated escalation paths. No prior Zendesk experience — researched, configured, and launched independently within 2 weeks; achieved 96% first-contact resolution and 40% faster average response time.

## EDUCATION & CERTIFICATIONS

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### Bachelor of Computer Applications (BCA) · Tribhuvan University, Nepal · CGPA: 3.2 / 4.0

Expected May 2026 (in progress, part-time while working remotely full-time) · Coursework: Databases, Web Development, Data Analytics, Systems Analysis

#### Certifications:

- Salesforce Foundations — Salesforce (2024)
- HubSpot Customer Service Certification — HubSpot Academy (2024)
- Google Data Analytics — Simplilearn (2024) · Google Digital Marketing — Google (2024)
- Google Workspace — Google (2024)