

SAURAV POKHREL

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EST/PST/CST Available

Real Estate Virtual Assistant

Transaction & Operations Coordinator

CRM & Process Automation

PROFESSIONAL SUMMARY

Real Estate Virtual Assistant and Remote Operations Coordinator with **2+ years supporting US-based property owners across a 70+ unit, \$2M+ portfolio** -- consistently delivering top-tier client satisfaction, rent collection, and occupancy rates entirely remotely from Nepal. Expert in transaction coordination, tenant onboarding lifecycle, CRM implementation (Salesforce, HubSpot, Zendesk), multi-channel client communication, and Zapier-driven process automation across **200+ monthly interactions**. Full-stack developer background (Python, Django, React.js); available full US hours; immediate start; no visa required.

TECHNICAL SKILLS

Real Estate & Property Operations: Tenant Onboarding, Lease Administration, Tenant Screening, Tenant Retention, Occupancy Rate Optimization, ARV Analysis, Maintenance Coordination, Vendor Contracts, Fair Housing Compliance, NOI Optimization, Virtual Inspections, Multi-Family Housing, AppFolio, Yardi, Buildium (familiar)

Transaction & Admin Coordination: Transaction Coordination, Closing Coordination, Escrow Management, Deadline Tracking, Document Management, MLS Familiarity, Pipeline Management, Scheduling & Calendar Management, Client Communication, Email Management, Process Documentation, Cross-Party Coordination, Compliance Tracking

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

Automation & Analytics: Zapier, Excel (VLOOKUP, Pivot Tables), QuickBooks, Google Analytics, Google Workspace, Asana, Trello, Loom, Slack, Teams, DocuSign, AI Tools

Full-Stack Development: 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

- Coordinate end-to-end tenant onboarding and ongoing operations for **70+ units (\$2M+ portfolio)** serving US-based property owners -- delivering **98% client satisfaction, 98% rent collection, and 96% occupancy rate** entirely remotely from Nepal
- Maintain Zapier automation suite covering full onboarding workflow (contract, welcome email, move-in checklist, inspection scheduling, check-in, 7-day survey) -- sustaining **35% faster onboarding completion** and **20+ hours/week** saved continuously
- Operate Zendesk CRM (built from scratch) -- manage ticket routing, SLA enforcement, multi-channel queues (email, phone, WhatsApp), and client dashboards -- maintaining **96% first-contact resolution** and **40% faster response times** month-over-month
- Manage 3-5 concurrent onboardings per month with zero missed milestones over 18+ months; coordinate vendors, inspectors, and owners across two US states via async workflows
- Generate monthly NOI reports via Excel and QuickBooks; conduct ARV analysis, virtual inspections, and Fair Housing compliance audits across multi-state portfolio

Business Development & CRM Coordinator (Contract)

Apr 2023 - Jul 2023

BDBoost3r | Remote -- Lisbon, Portugal

- Managed HubSpot CRM pipeline of 100+ prospects; built automated email sequences reducing manual outreach by 45%; coordinated stakeholder communications end-to-end
- Generated 30+ qualified B2B leads via LinkedIn Sales Navigator -- achieved **20% conversion improvement** through structured outreach and follow-up

Full Stack Web Developer (Freelance Contract)

Jan 2023 - May 2023

Independent Projects | Remote

- Built Travel Management System (Django, MySQL, RESTful APIs, 70% test coverage) and Business Marketplace supporting **500+ listings and 1,000+ monthly active users**
- Integrated Stripe payments; optimized performance achieving **35% faster load times** and **42% higher user engagement** (baseline: 58 PageSpeed; result: 92 PageSpeed)

KEY PROJECTS

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, and feedback collection into a single automated pipeline. Zero technical team required; built and maintained independently.

Zendesk CRM Implementation from Scratch | United Real Estate, 2024

Sole implementer of a 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.

EDUCATION & CERTIFICATIONS

Bachelor of Computer Applications (BCA) | Tribhuvan University, Nepal | CGPA: 3.2/4.0 | In progress -- Expected May 2026 (part-time while working remotely)

Platform Certifications:

Salesforce Foundations (2024) | HubSpot Customer Service (2024) | Google Workspace (2024)

Analytics & Development:

Google Digital Marketing (2024) | Google Data Analytics - Simplilearn (2024) | Git & GitHub (2023) | JavaScript Algorithms & Data Structures (2023)