

# Steven Zheng

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## Professional Experience

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### **Product Manager** - *Flyhomes*

August 2020 - November 2022

- Led a team to build an automated onboarding system utilizing Zapier for the Sales team that scaled across 11 markets and exceeded the targeted SLA turnaround time by 50%.
- Improved user experience and ensured compliance within 6 states by performing A/B testing on RE purchase contract drafting system that processes 1,100+ RE contracts per year.
- Defined Flyhomes Go-To-Market roadmap through extensive research and collaboration with the Legal team, COO, and Co-founder, and launched new markets by acquiring 12 new real estate and mortgage licenses.
- Created the Listing & Coordination systems in 2 months, exceeding the 6-month OKR timeline. Collaborated with Global Operations, Compliance and Sales leadership to scope out specs to build the systems.
- Reduced contract error rates by 30% through the development of MVP for contract audits in partnership with and feedback from stakeholders in Sales, Engineering, & Compliance teams.
- Built and implemented a brokerage policy management system within a month and saved the company over \$17k/year in third-party solution costs.

### **Closing Advisor** - *Flyhomes*

July 2019 - August 2020

- Managed 20 time-sensitive closings using Kanban to liaise between agents, clients and external vendors, setting meeting agendas, coordinating key deadlines, and processing contracts.
- Developed the Asana Closing and Listing platforms and created the operational processes, resulting in scaled efficiency. Trained Global Operations team to own the workflows.
- Developed and maintained relationships with appraisers, lenders, and escrow officers to provide clients with first-class experience, resulting in recognition through multiple 5-star ratings on Yelp.
- Audited and organized confidential document repositories to ensure completed data and files in order to hit the critical 2-week deadline imposed by CA DRE.

### **Accounts Receivable Analyst (Contract)** - *Vornado Realty Trust*

November 2018 - July 2019

- Processed over \$10 million in rent & sundry on a monthly basis and day-to-day financial transactions to ensure finances are updated for 1.6+ million square foot real estate portfolio.
- Implemented invoice tracking system that increased revenue retention by 15%.

### **Property Coordinator** - *Kilroy Realty Corporation*

February 2016 - November 2018

- Processed invoices promptly, resulting in collections rate increasing by 20%. Performed detailed analysis of vendor contracts, leading to a 5% decrease YoY in operating expenses.
- Created and implemented new building policies based on tenant complaints and feedback that resulted in a 15% satisfaction increase based on tenant surveys.
- Performed thorough due diligence to vet the operations and budgets for a potential acquisition, resulting in the sale of 100 First Street, valued at \$453 million.

## EDUCATION

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B.S. Business Administration - Concentration in Finance

*San Francisco State University, San Francisco, CA*

## TECHNICAL ACUMEN

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- Advanced knowledge of Microsoft Suite and Google suite, Adobe Acrobat, Asana, JIRA, Confluence, RETOOL, Docusign, Wufoo, Zapier, Zendesk, LucidCharts, Loom, Terminal (Flyhomes proprietary CRM)
- Yardi Property Management Software, Lenel System software
- Agile Product Management
- HTML Coding, SQL