



BERND MALACAS

HOA Financial Administrator | Accounting & Board Liaison |
Maintenance Coordinator

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🏠 PROFESSIONAL SUMMARY

Experienced Property Management and Maintenance Coordinator with 11+ years of combined experience in property operations, customer service, technical support, and remote administration. Skilled in coordinating maintenance requests, vendor communication, tenant relations, lease administration, and property management operations for U.S.-based clients. Proficient in Buildium, Property Meld, Vantaca, and StrongRoom. Proven ability to manage work orders, resolve issues efficiently, and support property owners and tenants in fast-paced remote environments.

🏢 PROFESSIONAL EXPERIENCE

01/2025 – 03/2026
Cottage Grove, MN

Omega Property Management

Financial Association Manager/Assistant Community Association Manager (FO/FA Specialist)

- Served as the primary bridge between Association Boards and central accounting; interpreted financial reports and ensured Board-authorized actions were reflected in the general ledger.
- Invoice Gatekeeper (StrongRoom): Managed end-to-end accounts payable; reviewed, coded, and approved invoices in StrongRoom before routing to the Board for final payment authorization.
- Budget & Annual Meetings: Led preparation for Annual Meetings and facilitated the internal Budget Review process by compiling historical data for Board decision-making.

11/2022 – 08/2024
Boston, MA, USA

Rocket Station / BBA Management

Virtual Assistant / Assistant Property Manager

- Coordinated maintenance requests and repair scheduling using Property Meld.
- Communicated with vendors, tenants, and property owners to ensure timely completion of maintenance work orders.
- Managed lease renewals, lease terminations, and tenant documentation through Buildium.
- Assisted with vendor follow-ups, appointment scheduling, and repair coordination.
- Maintained accurate property records, tenant communications, and operational documentation.
- Supported daily property management operations for multiple residential properties.

08/2020 – 09/2022

Virtual Assistant Freelance / Start Virtual

Real Estate Lead Manager

- Managed and qualified real estate leads through outbound communication and follow-ups.
- Conducted property research and comparative market analysis (CMA).
- Maintained CRM systems and organized client records.
- Assisted with lead tracking, appointment coordination, and administrative tasks.

09/2015 – 08/2016

Libis, PH

Wells Fargo LLC

Phone Banker 2

- Assisted customers with online banking concerns, account security, and transaction disputes.
- Delivered accurate and detail-oriented customer support while maintaining compliance standards.
- Handled sensitive financial information with professionalism and confidentiality.

08/2011 – 08/2015

Libis, PH

Convergys

Technical Support Representative (Tier 2 – AT&T)

- Provided advanced troubleshooting support for AT&T internet, TV, and phone services.
- Resolved connectivity, technical, and billing concerns efficiently.
- Maintained customer satisfaction through effective communication and problem-solving.

08/2016 – 11/2019

Taguig, PH

SYNNEX Concentrix

Subject Matter Expert & Retention Specialist

- Handled customer retention concerns and escalated technical issues.
- Assisted in onboarding and mentoring newly hired agents.
- Supported operational performance and quality service delivery.

02/2010 – 08/2010

Clark, PH

NCO

Customer Service Representative (T-Mobile)

- Assisted customers with prepaid and FlexPay account concerns.
- Managed billing inquiries, account updates, and customer support requests.

 **CORE COMPETENCIES**

HOA & Property Management

- HOA Financial Administration
- Accounting Liaison
- Board Coordination
- Lease Administration
- Tenant & Owner Relations
- Property Operations Support
- Maintenance Coordination
- Work Order Management
- Vendor Relations
- Property Laws Knowledge

Technical Ecosystem

- Vantaca (Expert)
- StrongRoom (Expert)
- Buildium (Expert)
- Property Meld (Expert)
- Google Docs
- Google Sheets

Customer Support & BPO

- Technical Support
- Customer Retention
- Banking Support
- Client Communication
- Conflict Resolution

Administrative & Operations

- Calendar & Email Management
- Invoice Processing
- Vendor Coordination
- Scheduling & Follow-Ups
- Organizational & Time Management
- Problem Solving

EDUCATION

- 2002 – 2004 **Computer Science | Associate** Microasia
College of Science and Technology
- 2000 – 2001 **Biology | Bachelor of Science**
Far Eastern University
- 1995 – 2000 **Medical Technology | Bachelor of Science**
Far Eastern University

TECHNICAL SPECIFICATIONS

Workstation

- Lenovo IdeaPad Slim 3
- AMD Ryzen 7 5825U
- 16GB RAM
- 512GB SSD

Remote Work Capabilities

- High-speed internet connection
- Remote administrative support
- Property management systems expertise
- U.S. timezone work experience