

# EDISON MARK BALLARES

Property Management Assistant



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## PROFILE INFO

Experienced administrative support specialist with a strong background in property management and resident services. Skilled in coordinating work orders, vendor communication, and member support across remote and onsite teams. Known for delivering efficient, empathetic service while streamlining operations and improving workflows.

## SKILLS

- Resident Relations & Customer Service
- Work Order & Vendor Coordination
- Administrative Support & Property Operations
- CRM Software Proficiency
- Process Improvement & Automation
- Time Management & Prioritization

## SOFTWARES

- **Property Management Platforms:** CINC, Buildium, Propertyware, Caliber
- **CRM and Issue Tracking Systems:** Zendesk, Salesforce & Jira
- **Communication and Scheduling Tools:** Calendly, Zoom, Slack & Google Meet
- **Office Productivity Tools:** Google Workspace, Microsoft 365, WPS

## WORK EXPERIENCE

### **Polo Assistant Manager / Community Service Agent**

Prime Virtual Staffing DEC 2024 - PRESENT

- Provided administrative and clerical support, including mailing, e-blasts, data entry, filing, and updating property profiles to assist office operations.
- Managed work order follow-ups by coordinating with vendors, updating homeowners and managers, and recording progress in the CINC system.
- Handled meeting documentation by collecting minutes, securing board signatures, and uploading approved records and financials to Shared Drive, CondoCerts, and WebAxis.
- Supported collections activities by consulting with owners, coordinating with attorneys or agencies, verifying payments, distributing lien notices, and preparing files for legal action.
- Maintained vendor compliance tracking, owner database hygiene, and WebAxis content; collaborated with team members, upheld confidentiality, and pursued continuous improvement through technology use and professional development.

### **Account Coordinator**

Ylopo, LLC SEP 2021 - SEP 2024

- Maintained client records, facilitated cross-team and external communications, and ensured data accuracy across platforms.
- Collected and analyzed departmental data to produce management reports and support strategic decision-making.
- Identified process inefficiencies and recommended practical improvements to enhance operational workflows.
- Coordinated projects and campaigns, tracked deliverables, and supported client onboarding and retention efforts.
- Assisted with administrative tasks, CRM updates, scheduling, and documentation to ensure smooth account operations.

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## EDUCATION

Saint Louis University  
2003 - 2008

- Bachelor of Science in Commerce

## WORK EXPERIENCE

### Admin Support & Customer Service Specialist

EMAPTA Offshore Staffing

AUG 2017 - SEP 2019

- Coordinated resident move-ins and move-outs, ensuring smooth transitions and proper documentation
- Managed work orders, vendor communications, and maintenance requests to uphold property standards
- Maintained accurate financial and transaction records for timely reporting and budget tracking
- Assisted with lease administration, rent collection, and monitoring of delinquencies
- Acted as the primary liaison between residents and building personnel to resolve daily concerns efficiently

### Project Coordinator

Tulay Sa Pagunlad Inc (TSPI)

APR 2016 - JUL 2017

- Facilitated client empowerment workshops to promote financial literacy and community engagement.
- Negotiated cost-effective vendor contracts to optimize resources and reduce operational expenses.
- Developed comprehensive project plans with defined scopes, timelines, and deliverables.
- Supported sustainable community initiatives through strategic planning and stakeholder coordination.
- Strengthened program impact by aligning resources with long-term development goals.

## REFERENCE

### Joyce Edlin Idiesca - Aquino

Training Manager, Westward360

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### Johnrey Dapitan

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