

# Louie Jay E. Santos

[louie.esconde.santos@gmail.com](mailto:louie.esconde.santos@gmail.com) | <https://www.onlinejobs.ph/jobseekers/info/3224174>

---

## Professional Summary

I am a Results-driven professional with expertise in customer relations, process improvement, and team leadership, ensuring efficiency and high performance. Skilled in recruiting, project coordination and stakeholder management, driving seamless operations and strategic execution. Strong problem-solving and critical-thinking abilities, enabling data-driven decision-making and process optimization. Highly adaptable and quick to learn, with a proven ability to excel in diverse roles and dynamic environments.

## Skills

- Process Improvement & Quality Assurance – Process optimization, performance metrics, compliance, data analysis.
- Project & Operations Management – Project coordination, workflow management, risk assessment, operational efficiency.
- Communication & Problem-Solving – Stakeholder communication, negotiation, decision-making, critical thinking.

## Tools

- Project Management Tools (Asana, Monday.com)
- Collaboration Tools (Google Workspace, Microsoft Office Suite, Microsoft Teams, Slack)
- Communication Tools (Skype, Zoom, Google Meet, WhatsApp)
- Design & Video Editing Tools (Canva, Capcut, Power Director 365)
- CRM Tools (GoHighLevel, Salesforce, DebtPayPro, Skywave CRM, Forth CRM, BullHorn Staffing)
- VoIP Tools (Cloud Call, Communicator, ViciDial, ReadyMode, DialPad, Ring Central, Convoso, 3CX)

## Work Experience

### DIGITAL MARKETING

#### Business Development Specialist | Traffic Shark | March 2025 – April 2026

- Source and qualify potential clients through outbound prospecting, referrals, and digital channels.
- Conduct discovery calls to understand client needs and pain points related to digital marketing.
- Nurture leads through follow-ups, demos, and relationship-building strategies.
- Collaborate with sales and marketing teams to develop effective outreach campaigns.
- Maintain detailed records of client interactions and progress in CRM systems.
- Develop customized proposals and presentations to win new accounts.

### REAL ESTATE

#### Project Manager/Assistant Property Manager/Transaction Coordination Support | Good People Properties LLC | September 2024 – March 2025

- Manages the planning, execution, and oversight of residential projects, including property renovations, repairs, and maintenance, ensuring budget control, timely completion, and compliance with real estate regulations for both short-term and long-term rentals.
- Supervises daily property management tasks, including lease administration, tenant relations, vendor coordination, and proactive maintenance planning to preserve property value and maximize occupancy rates.
- Conducts market research, financial analysis, and rental pricing strategies to optimize revenue, reduce vacancies, and enhance tenant and guest satisfaction while ensuring cost-effective property improvements.

# Louie Jay E. Santos

[louie.esconde.santos@gmail.com](mailto:louie.esconde.santos@gmail.com) | <https://www.onlinejobs.ph/jobseekers/info/3224174>

---

## **BUSINESS PROCESS OUTSOURCING**

### **Senior Operations Manager/Team Lead | Prosperity International BPO | July 2020- August 2024**

- Provided exceptional customer support, handling inquiries, troubleshooting issues, and ensuring high client satisfaction through multiple communication channels (phone, email, chat).
- Conducted quality analysis and process improvements, monitoring team performance, identifying gaps, and implementing strategies to enhance efficiency, compliance, and service delivery.
- Led and mentored teams as a Team Leader, overseeing daily operations, coaching agents, driving key performance metrics (KPIs), and fostering a high-performing, customer-focused work environment.

## **Educational Background**

### **Computer Programming**

The Adelphi College

2007-2009

*[character references available upon request]*