

IRAH JEAN B. UDASCO

📍 #0104 Sta. Ines, Plaridel, Bulacan

☎ 0994-608-3475 | ✉ irahudasco.21@gmail.com

🌐 [linkedin.com/in/irah-jean-udasco-08887a205/](https://www.linkedin.com/in/irah-jean-udasco-08887a205/)



PROFESSIONAL SUMMARY

Resourceful and detail-oriented professional with over 5 years of combined experience in customer service, technical support, revenue analysis, and executive assistance. Proven ability to handle administrative, analytical, and operational tasks with accuracy and efficiency. Skilled in CRM systems, scheduling, and communication, with a strong commitment to delivering excellent virtual support.

CORE SKILLS

- Administrative Support & Data Entry
- Calendar & Email Management
- Customer Service & Technical Support
- CRM Tools: Salesforce, Buildium, Amazon Seller Central
- Microsoft Office & Google Workspace
- Document Preparation & Research
- Attention to Detail & Problem Solving
- Canva & CapCut (Basic Editing)
- Strong Written & Verbal Communication

PROFESSIONAL EXPERIENCE

- **Real Estate Agent | DET Home Property Management - Remote | Nov 2024 – Dec 2024**
 - Managed inspection tracking, rent payments, and adjustments in Buildium to ensure agency compliance.
 - Communicated with tenants and agencies to resolve discrepancies in rent and inspection records.
 - Ensured timely updates and accurate documentation for housing assistance payments.
 - Contacted applicants for HVAC and maintenance roles via Indeed.
 - Reviewed maintenance work orders to verify completed repairs and identify pending tasks.
 - Monitored annual inspections and coordinated with repair teams to prevent abatement.
- **Revenue Analyst | FedEx | May 2022 – Dec 2023**
 - Reviewed bills of lading to ensure correct billing to freight debtors.
 - Verified pricing and discounts per company agreements to prevent overcharges.

- Supported billing accuracy and financial reconciliation through precise data entry and validation.

- **Technical Support & Customer Service Representative | Amazon | Jul 2019 – Jan 2022**

- Assisted customers with order inquiries, warranty claims, and delivery issues via phone, chat, and email.

- Resolved post-order issues to minimize returns and improve customer satisfaction.

- Handled tracking discrepancies and coordinated replacements or refunds as needed.

- **Executive / Sales Assistant | ABS-CBN Corporation (via Infolink Placement) | Jun 2016 – Jan 2019**

- Monitored commercial schedules and verified the accuracy of TV and radio spots.

- Coordinated telecast and broadcast orders, ensuring timely airing and documentation.

- Provided administrative support to account executives through organized tracking and reporting.

EDUCATION

Bachelor of Arts in Journalism | Bulacan State University – Malolos, Bulacan (2012 – 2016)

SYSTEMS & TOOLS

- Amazon Customer Central
- Outlook
- Salesforce
- Citrix
- Buildium