

Audrey Paz Isma

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Detail-oriented and process-driven Customer Service Professional with solid experience in real estate property consultation, process training, and high-volume operations. Proven ability to accurately manage client data, handle professional phone inquiries, and master complex workflows. Adept at connecting with prospects, assessing housing eligibility, and maintaining rigorous compliance standards in fast-paced virtual environments.

Experience

LOGIXBPO

Property Consultant • Customer Service Representative (7 Months)

- Assisted prospective tenants in finding suitable rental properties by conducting thorough assessments of their needs, preferences, and budgets.
- Managed end-to-end client communications, gathered vital lead documentation, and accurately organized property data to streamline leasing operations.
- Maintained sharp attention to detail while navigating property-related inquiries and real estate administrative compliance tasks.

TELEPERFORMANCE

Travel Account • Flex Trainer (9 Months)

- Facilitated instructional classes for new hires, specializing in deep-dives of strict, highly detailed operational processes and product specifics.
- Developed a strong aptitude for reproducing complex data-handling tasks and system workflows with precision, ensuring trainees met strict accuracy benchmarks.
- Onboarded trainees into company culture and monitored the real-time application of technical customer service skills.

Key Skills & Core Competencies

- Real Estate & Operations: Tenant Assessment, Property Consulting, Rental Compliance, Property Operations Support.
- Administrative & Data Management: Process Mapping, Detail-Oriented Data Entry, Spreadsheet Organization, Document Verification.
- Training & Execution: Process Facilitation, Replicating Complex Workflows, Onboarding & Training, Procedure Deep-Dives.
- Communication: Exceptional Verbal & Written English, Phone Handling Confidence, Issue Resolution, Active Listening.

Education

Labangon Bliss Elementary School | Cebu City, Philippines

Don Sergio Osmeña Sr. Memorial High School | Cebu City, Philippines

References

- **Laarni Barcenas** (LogixBPO Team Lead) | 09066326248 | laarnibarces00@gmail.com
- **Jayvie Samson** (Teleperformance Trainer Expedia Account) | 09453500561 | jayvievievie@gmail.com
- **Leila Mae Aira Villalon** (Virtual Assistant) | 09424645769 | villalonleilamae@gmail.com