

# JOHN ANTHONY V. ANTOLIHAO

## REAL ESTATE RESEARCHER OR QUALITY ANALYST

7 years as Workforce and Quality Analyst at Foundever, skilled in coaching staff, leading quality huddles, and delivering SOP reminders. Experienced in Excel templates, data processing, and report creation using tools like MS Excel and Google Sheets. I bring proven expertise in maintaining accuracy, driving team efficiency, and ensuring error-free operations that strengthen client satisfaction and program success.

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### SKILLS

- Research & Analysis
  - Proficiency in using various software tools such as Microsoft Office excel, Google tools and CRM systems.
  - Lead generation
  - Attention to detail
  - Adaptability
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### CONTACT

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Canduman, Mandaue City,  
Cebu, Philippines

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### EXPERIENCE

#### REAL STATE RESEARCHER

November 2025 - April 2025

- Locate property owners or heirs who may be difficult to contact, often using public records and databases.
- Investigate property titles, deeds, and tax records to confirm legal ownership and identify liens or encumbrances.
- Review succession documents, wills, and probate records to clarify ownership in estate cases
- Organize findings into clear reports, spreadsheets, or databases for use by agents, investors, or legal teams.
- Update property records in platforms like REISift or DataSift, keeping colleagues informed of progress.

## BPO QUALITY ANALYST

October 2018 - October 2025

- Check data entries for accuracy, completeness, and compliance with client or company requirements.
- Detect mistakes in records and provide corrective feedback to data entry staff.
- Verify that entries meet lockbox instructions, Standard process and client specifications.
- Prepare quality reports, performance metrics, and documentation for management.
- Guide team members on best practices, provide coaching, huddles and help improve accuracy.
- Recommend process enhancements to reduce errors and improve productivity.

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## EDUCATION

### COLLEGE LEVEL

University of Cebu | 2010-2011