

KEITH VANNAH C. PONGOT

Real Estate Operations Manager | Assistant Property Manager | Portfolio & Systems Specialist
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Date of Birth: March 28, 2000 | Civil Status: Single

PROFESSIONAL SUMMARY

Results-driven Real Estate Operations Manager and Assistant Property Manager with over 6 years of combined experience in portfolio management, transaction coordination, HOA management, leasing operations, CRM automation, and US/UK-based graveyard shift support. Proven track record managing 50+ property portfolios and optimizing operational systems.

PROFESSIONAL EXPERIENCE

Real Estate Operations Manager – MIOYM Equities (Oct 2025 – Present)

US Client | Graveyard Shift

- Oversee real estate operational systems and multi-property coordination
- Standardize CRM property records (websites, contact emails, unified phone systems)
- Audit data accuracy and ensure compliance documentation is updated
- Implement automation workflows (Zapier, AI lead routing, email integrations)
- Monitor Facebook and website leasing inquiries and ensure CRM capture
- Coordinate with asset managers and answering services
- Provide executive-level operational and reporting support

Senior Property Manager & Transaction Coordinator – Westward 360 (Jan 2023 – Jan 2026)

US Client | Graveyard Shift

- Managed 50+ residential property portfolios
- Oversaw leasing, renewals, maintenance coordination, and vendor management
- Processed contracts and closings via Dotloop and BackAgent
- Conducted accounting reconciliation and owner reporting
- Handled tenant escalations and ensured compliance
- Improved reporting turnaround time by 20%

Assistant Property Manager – Arie OH Real Estate (Oct 2024 – Jan 2025)

UK Portfolio (HOA) | Graveyard Shift | Part-Time

- Assisted in managing UK-based HOA portfolio
- Coordinated homeowner and board communications
- Managed maintenance tracking and vendor coordination
- Maintained HOA compliance documentation
- Supported financial tracking and reporting

Backup Assistant Property Manager – Scottsman Properties (Sept 2024 – Jan 2025)

US Client (Iowa) | Mobile Home Rental Portfolio

- Processed and screened rental applications
- Verified applicant qualifications and documentation
- Coordinated lease approvals and tenant communications
- Maintained CRM updates and vacancy tracking
- Supported leasing documentation workflows

Real Estate Cold Caller – Virtual Staff PH (Home365) (Mar 2024 – Dec 2024)

US Client | Graveyard Shift | 1–2 Hours Daily

- Conducted 200+ outbound calls daily
- Qualified leads and secured appointments
- Maintained CRM pipeline and structured follow-ups

Ecommerce Digital Manager – Beads Creation 4 U (Jan 2024 – Dec 2025)

US Client | Graveyard Shift

- Managed Shopify, Etsy, and Faire stores
- Optimized SEO listings and product descriptions
- Ran Facebook and Shopify ad campaigns
- Increased sales performance by 30%

Digital Manager & Facebook Ads Strategist – Tuhlz / Deep Clean Cleaners (Feb 2024 – Dec 2025)

US Client | Graveyard Shift

- Developed and managed social media content and paid campaigns
- Designed branded content using Canva
- Optimized ad performance using analytics tools
- Improved ROI by 18%

Customer Experience Specialist – Carousell (Sept 2023 – Dec 2025)

International Client | Graveyard Shift

- Resolved 50+ daily customer inquiries via Zendesk
- Maintained knowledge base systems (Atlas, Lumos)
- Improved customer satisfaction ratings by 15%

Team Leader & SME – Concentrix (Apr 2021 – Feb 2024)

UK Lines | Onsite & Remote Support

- Led and trained 30+ agents
- Conducted campaign research using Jungle Scout and Pexda
- Delivered performance analytics and reporting
- Improved team performance by 20%

EDUCATION

Bachelor of Science in International Tourism Management – Saint Louis University (2018–2022)

CERTIFICATIONS

- eCommerce, Social Media Marketing, Facebook Ads – KSA Academy (2024)
- Shopify Ads, eCommerce & Dropshipping – Udemy (2024)