

Kissally Lantud

RealEstateVirtual Assistant | ClientOnboarding Specialist | Transaction Coordinator | Customer Support Representative

Core Skills & Expertise

- Property Research (Zillow, Redfin, NetroOnline, Secretary of State databases)
 - HOA & Real Estate Document Management (budgets, W9s, ITRs, IRS forms)
 - Transaction Coordination (Rechat, Total Brokerage, MLSCRM, RouteXL)
 - CRM & Back-office Tools (Zendesk, COMPRO1, Podio, CINC, DL4/Linux, Community Pro, Salesforce)
 - Client Communication & Support (calls, emails, dispute resolution, ARC review)
 - Marketing Support (flyers, postcards, property listings, social media content)
 - Administrative Support (data entry, verification, reporting, scheduling)
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Tools & Software

Property Research: Zillow · Redfin · NetroOnline · Secretary of State databases · USPS
Real Estate Platforms: Rechat · Total Brokerage · MLSCRM · RouteXL
CRM & Management: Zendesk · COMPRO1 · Podio · CINC · Community Pro · DL4/Linux · Salesforce · Notion
Docs & E-signature: DocuSign · Acquisition SharePoint · Microsoft Office · Google Workspace
Communication: Zoom · MS Teams · Slack · Outlook · Gmail · WhatsApp · Discord
Creative & Marketing: Canva · Facebook · Instagram · Twitter · LinkedIn

Experience Highlights

Transaction Coordinator Assistant (Contractual)

RealEstateFirm–Remote | Jun2025–Sep2025

- Coordinated workflow between buyers, sellers, and agents.
- Verified and organized transaction/closing documents.
- Email blast, Property listing via Rechat, Total Brokerage, MLSCRM, RouteXL
- Managed scheduling of Showroom or open house

Client Onboarding Specialist / Real Estate Back-office Support

SentryManagement–Remote | May2023–Jun2025

- Verified ownership via Zillow, Redfin, NetroOnline.
- Supported operations via DL4, COMPRO1, CINC, Community Pro.
- Reviewed budgets and calculated accurate HOA assessment fees (ABT).
- Processed HOA documents; Managed end-to-end onboarding of HOAs across multiple divisions

Community Manager Assistant

SentryManagement–Remote | Feb 2023 – May 2023

- Handled calls from homeowners, board members, and vendors regarding maintenance and property concerns.
- Scheduled and followed up on work orders, ensuring completion with before/after documentation.
- Reviewed ARC submissions, handled disputes/violations, and maintained proper documentation.
- Supported payments (ClickPay), analyzing ledger and resale documentation.

Subject Matter Expert – FinTech Account

AwesomeOS–Remote | May2021–Feb2023

- Supported agents via Slack, reviewed escalated tickets, and ensured accurate resolutions.
- Handled financial transactions, ACH issues, subscriptions, deposits, disputes and withdrawals.
- Provided email and text support to customers regarding accounts and app navigation.

E-commerce Customer Service Representative (Big lots)

iQorPhilippines | Oct2020–May2021

- Resolved customer complaints and processed refunds/orders.
- Inventory checking
- Provided troubleshooting for technical issues.

Customer Service Representative

AwesomeOS-Remote | Apr2020– Jun 2020

- Handled email support and order processing.
- Managed refunds, replacements, and shipping updates.

UBER Customer Service Representative

VXI Global Holdings | Nov2018–Jan2020

- Assisted drivers and riders with trip, payment, and app concerns.
- Verified trip accuracy and guided on surges/bonuses.

Education & Certification



B.S. Physics — Central Mindanao University (2013–2018)



Certificate of Eligibility — Civil Service Commission (2022 — No Expiration)