

# SURYA V

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**Open to Remote US (EST / CST / PST), Canada PT / MT / CT / ET / AT / NT), Australia (AEST / ACST / AWST) UK (GMT / BST) Time Zones**

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## PROFESSIONAL SUMMARY

Property Management Support Specialist with 3+ years of experience supporting US residential real estate operations. Experienced in lease administration, tenant lifecycle coordination, utilities processing, violations management, and legal case documentation, HVAC, Plumbing, Electrical, Interior, Exterior, Boiler repairs & Service, Toilet repairs, Drain Cleaning, Smoke Detector, Gutter Cleaning, Landscaping, Fencing, Schedule Inspections and report, Sewer, Collections, ACH payment processing, Vendor management. Proficient in Yardi and Heights Management (Heightsre). Handles 70+ daily tenant and vendor calls while maintaining 98%+ data accuracy. Fully remote-ready with strong US client communication skills

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## CORE SKILLS

Lease Administration | Tenant Coordination | Yardi | Heightsre  
Move-In / Move-Out Processing | Utilities Transfers  
Property Violations  
Sales & Rental Transaction Support  
Tenant COI Management | Legal Case Documentation  
High-Volume Call Handling (70+/day)  
US Voice Support | Remote Operations

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## PROFESSIONAL EXPERIENCE

### Flatworld Solutions Pvt. Ltd.

Process Associate – US Property Management Operations  
Nov 2023 – Feb 2026

- Managed lease records, renewals, amendments, and tenant updates in Yardi
  - Processed move-ins, move-outs, and account changes in Heightsre
  - Coordinated utility setup, transfers, and service disconnections
  - Tracked property violations and ensured compliance documentation
  - Maintained tenant Certificates of Insurance (COI) records
  - Supported rental listings and property transaction documentation
  - Documented legal case files related to tenant disputes
  - Conducted rental market data validation and reporting support
  - Maintained 98%+ data accuracy across property databases
  - Handled 70+ inbound/outbound calls daily with US tenants and vendors
  - Consistently met SLA, quality, and performance benchmarks
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## **Trupp Global Technologies Pvt. Ltd.**

Process Associate – International Customer Support

Dec 2022 – Oct 2023

- Delivered international voice support services
  - Managed CRM updates and case documentation
  - Maintained high customer satisfaction and response time targets
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## **PROJECT EXPERIENCE**

GetMagical - AI & man Intervention Workflow Project (**Patient Documentation**)

### **Verification Specialist - 2025**

- Worked on AI-assisted workflow verification system
- Reviewed AI-generated outputs for accuracy and compliance
- Coordinated human validation for decision-making processes
- Improved operational efficiency through AI-human integration

## EDUCATION

Bachelor of Business Administration (BBA)  
Singhania University  
CGPA - 8.5

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## TECHNICAL SKILLS

Yardi | Heights Management (Heightsre)  
MS Excel  
Microsoft Outlook  
CRM Systems | Property Databases  
Remote Communication

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## REMOTE WORK CAPABILITY

- High Speed Internet Connection
- Quite Home Office Setup
- Available for UK, Canada, USA, Australia time zone shifts

## LANGUAGES

English (Fluent – US Voice Experience 3+ years)  
Tamil

**"Seeking remote Property Management Support / Lease Administration / Real Estate Operations roles with US, Canada, Australia based property management firms."**