

# Louis Liang

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## **Career objective:**

I am a real estate work professional with firsthand experience in residential property management and have a natural interest in property valuation industry. Possess a sound understanding of client service principles. Knowledgeable in object-oriented work ethic and highly skilled in problem-solving. Enjoy learning new techniques and bringing revolutions.

## **Skills**

API Membership (PMAPI)/Customer service/ Communications/ Teamwork/ High attention to detail/ Organized/ Marketing/ MRI Property Tree/ Advanced Excel/ Efficiency on outlook

## **Experience**

### **Leasing Team Leader - Ironfish Real Estate Melbourne - May 2021 - Present (3 months +)**

- Manage a team of 5 leasing managers to deliver monthly KPI target;
- Provide team training to new staff aim at building a teamwork culture.
- Top performer (Award Ace employee Ironfish Management 2020-2021)

### **Leasing Consultant - Ironfish Real Estate Melbourne - Oct 2019 - May 2021 (1 year 8 months)**

- Day to day routine including arrange open for inspection, process application reference check, sign up with new tenant, archive paper word for auditing.
- Prepare in depth research for harder to lease properties to support property manager on pricing negotiation.
- Employee of the month July (26 leased during lockdown2.0 by virtual inspections and private 1 on 1 inspections)

### **BDM Assistant- Ironfish Real Estate Melbourne - Aug 2019 - Oct 2019 (3 months)**

- Liaising with potential clients, assist BDM team to get managing authorities;
- Coordinate pre-settlement inspections with builder team for major highrise projects, lodge defect reports and follow up repair schedules;
- Draft marketing research reports for new settlement projects, find out the most comparable pricing strategies for decision making.

### **Mentorship program- Nichols Crowder - Jun 2018 - Oct 2018 (5 months)**

- Mentored by Matt Nichols -Director of the southeast suburb leading commercial and industrial property agency whilst studying master degree in property valuation.
- On track to learn the basics of property management, land sales and auctions.
- Case study in delivering "add value" to client's investment by going through private pre-sale inspection appointments.

## **Education**

### **RMIT University - Master of property, 2017 - 2019**

Archived High Distinction (HD) in the final paper, Property Industry Project researching e-commerce growth and industrial property development using regression model analysis.

### **Real Estate Institute of Victoria (REIV) - Certificate IV, Agent representative, 2018 - 2019**