

# KAMILLE C. OLEA

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Bacoor, Cavite, Philippines

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## PROFILE

Detail-oriented Conveyancing Assistant with experience managing end-to-end property transactions, ensuring compliance and accuracy throughout the settlement process. Skilled in client communication, document preparation, and coordination with agents, lenders, and solicitors to deliver seamless settlements. Proficient in PEXA workspace management, VOI processing, and Actionstep compliance requirements. Adept at handling multiple matters under strict timelines while maintaining exceptional attention to detail and mitigating cyber security risks.

## EDUCATION

Bachelor of Science in Accountancy

Dr. Filemon C. Aguilar Memorial College of Las Piñas | 2009 – 2014

## KEY SKILLS

- ✓ File & Document Management
- ✓ CRM & Conveyancing Software (PEXA, Actionstep, Salesforce, Leap, triConvey, Smokeball)
- ✓ Client Communications
- ✓ Deadline Monitoring and Time Management
- ✓ Financial Tracking (Deposits, Adjustments, Settlements)
- ✓ High Attention to Detail
- ✓ Organization and Prioritization
- ✓ Adobe PDF Editing and Processing

## EXPERIENCE

### Conveyancing Assistant (QLD)

#### Conveyancing Firm (NDA) | June 2023 – Present

- ✓ Manage client onboarding by initiating contact within strict timeframes and providing clear guidance on next steps.
- ✓ Coordinate with agents and referrers to maintain smooth communication throughout the transaction.
- ✓ Prepare and issue engagement correspondence, VOI (Verification of Identity), and contract reviews promptly.
- ✓ Handle client queries via phone, email, and messages with same-day acknowledgment and resolution.
- ✓ Review and proofread legal documents and correspondence for accuracy and compliance.

- ✓ Monitor property searches and settlement compliance requirements, ensuring all documentation is correctly filed in Actionstep.
- ✓ Create and manage PEXA workspaces and DOL, ensuring cyber security protocols for bank details are followed.
- ✓ Oversee settlement process, including client updates and pre-settlement checks.
- ✓ Collaborate with solicitors and escalate issues for conflict resolution when necessary.

### **Paralegal (3rd Party Support)**

#### **Legal Firm (NDA) | February 2022 – June 2023**

- ✓ Provided third-party administrative support for multiple conveyancing/legal firms in Australia.
- ✓ Handled CRM data entry, file setup, key date tracking, and document preparation.
- ✓ Managed communication with real estate agents, brokers, solicitors, clients, and lenders.
- ✓ Used a variety of platforms including PEXA, Actionstep, Salesforce, Leap, triConvey, Smokeball, Citrix, and Perfect Portal.
- ✓ Processed and edited legal documents using Adobe.
- ✓ Handled financial tracking including deposits, adjustments, and settlement statements.
- ✓ Followed up on missing documents and monitored critical deadlines (e.g., cooling-off periods, settlements).
- ✓ Supported transactions and settlements across QLD, VIC, and NSW.

#### **Learning Operations Senior Analyst Accenture | January 2021 – February 2022**

- ✓ Facilitated onboarding, refresher, and upskilling training for contact center employees.
- ✓ Designed training materials and coordinated implementation.
- ✓ Partnered with stakeholders on process updates and training projects.

### **Contact Center Specialist**

#### **AIG Shared Services | September 2013 – January 2021**

- ✓ Handled customer service for life insurance policies, including claims and payment issues.
- ✓ Assisted with policy inquiries, billing, and status updates.
- ✓ Maintained high-quality communication and accurate documentation.

## **CHARACTER REFERENCES**

Paul Alvarez Conveyancer – NDA

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Kimberly Sheyne Gusi Paralegal – NDA

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