

# Isan Pradhan

Toronto, ON  
647-828-0754 · isan@isanp.ca

Operations professional with experience in administration, documentation, client relations, staff coordination, and office management. Skilled in resolving challenges and guiding staff and clients through complex processes with precision and ease.

## Area of Expertise

Client Relations  
Process & System Troubleshooting  
Training & Session Development  
Records & Contract Management  
Scheduling & Coordination

## Software & Tools

Real Estate-tailored Systems  
Zoho CRM/ERP Software Suite  
Microsoft Office Suite  
Python Processing Automation  
Point-Of-Sale & Payment Systems

## Auxiliary Roles

Event & Community Coordination  
Data Research & Acquisition  
Interviewing & Hiring  
Compliance & Policy Documentation  
Marketing Content Direction

## Professional Experience

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- 2023–2025 **MDSVISA IMMIGRATION SERVICES** Mississauga, ON  
*Processing Consultant*
- Compiled and organized documentation for federal immigration submissions, confirming completeness and accuracy per Employment and Social Development Canada guidelines.
  - Maintained records, tracked timelines, and communicated application progress to clients.
  - Created custom scripts to automate web traversal, document retrieval, and image/text processing.
- 2021–2024 **EVEREST REALTY LTD.** Mississauga / Toronto / Chatham, ON  
*Operations Manager* (Mar 2023–Mar 2024)
- Collaborated with Chief Operating Officer to coordinate vendors and plan reconstruction timelines for a new branch and main office remodel while maintaining operations and services for clients and agents.
  - Coordinated with leadership to meet company objectives, ensured continuous operations of all staff and services.
  - Established procedures & policies to streamline operations, reduce inefficiencies, and improve client satisfaction.
  - Developed training materials, charts, & presentations and conducted sessions for agents, staff, & clients to improve knowledge and skills on topics including TRESA Law Changes, Financials, Brokerage Tools, & New Agent Primers.
- Branch Manager: Chatham, ON* (Sep 2022–Feb 2023)
- Established and managed the Chatham branch office, overseeing daily operations and growth initiatives.
  - Organized and supported real estate agents and clients, ensuring efficient service and effective communication.
- In-House Agent Consultant* (Jun 2022–Jun 2024)
- Provided real estate agents with information, insights, and solutions to enhance their real estate transactions.
  - Developed training materials, charts, & presentations and conducted sessions for agents, staff, & clients to improve knowledge and skills on topics including TRESA Law Changes, Financials, Brokerage Tools, & New Agent Primers.
- Reception, Front, & Back Office Support* (Aug 2021–Aug 2022)
- Organized and assisted in-house real estate agents, clients, & customers, providing essential support.
  - Managed office logistics, agent communication, and transaction processing, ensuring timely payments.
  - Audited contracts and transaction documents to verify accuracy and ensure compliance with brokerage and regulatory standards.
- 2022–2024 **REGISTERED REAL ESTATE SALESPERSON** Mississauga, ON
- Represented landlords, tenants, buyers, and sellers in commercial and residential transactions.
  - Ensured compliance and smooth lease/contract execution while representing the best interests of the clients.

## Education

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Real Estate Salesperson License – *Humber College*  
Computer Engineering Studies – *University of Manitoba*  
High School Diploma – *Grant Park High School*

Toronto, ON  
Winnipeg, MB  
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