Mark Kurkdjian

CLIENT-FACING AI OPERATIONS AND SOLUTIONS

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Heavy, boring work should disappear. I make it happen in my four lines of work.

01 SUMMARY

I run four lines of work (commercial real estate, the family's properties, jewellery, resale) and keep all four sets of books with AI. I set up the workflow, check the work and approve it. AI agents write the code. I've been in commercial real estate since 2006.

— *I set up AI workflows, check the work, approve it. Jobs that took weeks now take minutes.*

02 SELECTED WORK

- **Bookkeeping workflow, own businesses.** I save account exports; AI files them, sorts them by my rules and updates the books and dashboard once I say go.
- **Colleagues at NAI Commercial ask me about AI constantly.** In one sitting I helped one broker build his first AI skill; he keeps improving it. Informal coaching, not client deployments. Outside proof: …workers.dev/#outside-proof
- **Resale listing workflow.** An item photo becomes a proposed value and listing draft; I check facts and price before publishing.
- **OfferPilot.** Voice instructions become document drafts, email drafts, form entries and signature fields; I decide what to sign and send.
- **This résumé site.** Built by AI agents under my direction; tested and checked live. Fit check: …workers.dev/#fit

03 EXPERIENCE

The four lines of work I run and keep the books for: commercial real estate (associate broker, NAI Commercial, since 2022); the family's commercial and residential properties; a jewellery store; the resale business (since 2009).

Associate Broker, NAI Commercial — Nov 2022 – present

- Commercial leasing and sales: appraisal, market analysis, negotiation, client presentations.
- Earned managing broker and property management licences by challenging the courses.

Operator, Resale business — 2009 – present

- Manage the business, assess items and negotiate prices.
- Keep the books for all four lines of work.

Real estate agent, RPM Realty Ltd. — 2021 – 2022

- Returned to commercial real estate with valuation and negotiation experience.

Founder, Novuscity Realty Ltd. — 2009 – 2014

- Founded and ran a real estate brokerage, responsible for the business and the property work.

Commercial real estate, Barclay Street Real Estate — 2006

04 SKILLS

Workflow discovery · AI-directed product delivery · acceptance checks and release decisions · valuation · negotiation · clarifying requirements · explaining trade-offs

AI tools I direct: Claude, Codex, Gemini, Grok Bot, Muse (Meta's AI agent)

05 EDUCATION

BCom (Hons), Real Estate, UBC Sauder School of Business · 2006 · Languages: English, Armenian, French and some Turkish