

## Candidate 16374878

*Short-Term Rental VA*

### SUMMARY

She is a versatile professional with extensive experience in customer service, reservations management, contract analysis, and dispute resolution. She has worked across various industries, including hospitality, e-commerce, and legal support. As an Airbnb Reviews and Reservations Manager at VCAY, she handled guest communications, booking management, and listing accuracy. Previously, as an Airbnb Resolutions Case Manager, she mediated disputes and ensured policy compliance. She also gained experience at Amazon as a Customer Service Representative and Deputy Team Lead, overseeing team performance and customer inquiries.

With a background in contract analysis at REMM Builders Enterprises, she is skilled in reviewing and negotiating agreements. She also has experience in technical support and travel services from her roles at Lexmark, Sykes, and Expedia. Proficient in various property management and customer support tools, she excels in problem-solving, multitasking, and delivering excellent service.

### TOOL & SOFTWARE USED

Hostaway	OwnerRez	Track
Hospitable	Breezeway	Operto
PriceLabs	Worldspan (GDS)	Dialpad, and RingCentral

## WORK EXPERIENCE

### **Airbnb Reviews, Reservations and Listings Manager** **VCAY - New Orleans Vacation Rentals** **June 2022 – Present**

#### **Duties and Responsibilities:**

- Promptly respond to guests and ensure their questions are answered, needs are addressed, and issues, if any, are resolved in a timely manner
- Ensure smooth check-in and check-out of guests
- Confirm requests to book and send welcome messages to guests with check-in instructions and other pertinent information
- Track requests for early check-in, late check-out, cancellation, and update the calendar
- Send payment requests for extra fees and ensure payment is completed
- Follow up with guests to leave good reviews
- Dispute negative reviews and/or reviews with low star ratings and get them removed
- Consistently oversee and evaluate every listing across all platforms to ensure accuracy
- Verify for inconsistencies pertaining to the listings, make necessary updates, and promptly resolve any arising concerns
- Oversee listings on other platforms, including VRBO and booking.com, while managing reservations to ensure a seamless and exceptional guest experience

### **Airbnb Resolutions 2 Case Manager** **TDCX** **June 2020 – June 2022**

#### **Duties and Responsibilities:**

- Resolve disputes between the host and the guest
- Conduct mediation between the host and the guest while ensuring that both parties are treated fairly regardless of the outcome through creating an atmosphere in which each of the parties feels recognized
- Conduct investigations that involve gathering documents, validating the same based on prevailing guidelines and policies, and rendering a decision based on the merits of the case

### **Customer Service Representative; (Deputy Team Lead)** **AMAZON** **March 2019 - March 2020**

#### **Duties and Responsibilities:**

- Provide exceptional customer service to customers in both Amazon Canada and Amazon US
- Communicate with customers primarily through voice, e-mail, and chat and utilize a variety of software tools to navigate customer accounts, research and review policies, and communicate effective solutions in a fast-paced manner

- Make on-the-spot decisions that greatly positively impact the customers and the integrity of the company
- Support and assist the Team Lead in monitoring and evaluating the performance of the team
- Support and assist the Team Lead in creating action plans and supervising operations to ensure the team hits all KPIs
- Act as Team Leader during the Team Leader's absence, and when delegated

### **Pearson Level 2 Support**

**SYKES**

**June 2017 - March 2019**

#### **Duties and Responsibilities:**

- Provide assistance to both learners and educators by phone, e-mail, and chat in a professional yet friendly and timely manner
- Maintain a brief but comprehensive record of all customer interactions
- Retain a pleasing, positive, and helpful attitude throughout every interaction with each customer
- Ensure accurate data and maintain information integrity

### **Contract Specialist and Analyst**

**REMM BUILDERS ENTERPRISES**

**October 2011 – June 2017**

#### **Duties and Responsibilities:**

- Review contract terms and conditions prior to signing
- Work to secure advantageous terms for the company through negotiations with other parties
- Draft contractual clauses and make revisions to contracts when necessary
- Interpret contractual terms and requirements and collaborate with the team to implement necessary contractual amendments

### **Technical Support – Dispatch (Peer Trainer)**

**LEXMARK**

**January 2009 - October 2011**

#### **Duties and Responsibilities:**

- Determine the issue that the customer is calling about through troubleshooting steps
- Route the call to the most appropriate technical specialists that could finally resolve the issue
- Perform the task of monitoring calls and reviewing e-mails, and providing constructive feedback to enhance the customer service representatives' communication and call handling skills
- Support and assist the Team Lead in monitoring and evaluating the performance of the team

- Support and assist the Team Lead in creating action plans and supervising operations to ensure the team hits all KPIs
- Act as Team Leader during the Team Leader's absence, and when delegated

**Expedia Voice, E-mail, and Worldspan (GDS) Specialist**  
**PEOPLESUPPORT**  
**September 2004 – September 2008**

**Duties and Responsibilities:**

- Ensure that flights are confirmed in Worldspan by checking the PNR and executing the necessary commands should they not be confirmed
- Provide daily support through voice, or e-mail including but not limited to answering queries, analyzing reservation and/or booking issues, and quickly formulating solutions
- Maintain detailed documentation of daily interactions with customers, and completed actions along with any further actions required and taken
- Create and suggest new processes to improve efficiency and customer satisfaction while reducing costs

**Medical Sales Representative**  
**PROGRESSIVE MEDICAL CORPORATION**  
**September 2001 - September 2004**

**Duties and Responsibilities:**

- Assess the needs of the clients and offer products suitable to such needs
- Present comprehensive product information and deliver samples thereof
- Effectively persuade doctors to prescribe the products, and constantly meet the monthly sales quota
- Maintain detailed records of all contacts
- Develop and implement marketing strategies not only to maintain but to increase sales

## EDUCATION

Bachelor of Science in Biology  
 Velez College



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