

Candidate 16737970

Short-Term Rental VA

SUMMARY

He is an experienced virtual assistant and customer service professional with a strong background in property management, sales, and customer support. He has held roles such as Acquisition Manager, General Virtual Assistant, and Supervisor in customer service, showcasing his expertise in building client relationships, developing acquisition strategies, handling tenant concerns, and improving service workflows.

With a history of working at companies like Teleperformance and Rapid Assistant, he has honed his skills in problem-solving, data entry, cold calling, and sales development. Additionally, he is proficient in tools like Salesforce, Hubstaff, and Appfolio, making him adept at managing administrative tasks efficiently. His strong management skills, analytical thinking, and commitment to outstanding customer service make him a reliable and results-driven professional.

TOOL & SOFTWARE USED

Salesforce	Podio	Hubstaff
Appfolio	Buildium	Yardi

WORK EXPERIENCE

Acquisition Manager
Rapid Assistant
November 2023 – Present

Duties and Responsibilities:

- Built strong relationships with property owners, real estate agents, and other stakeholders.
- Developed and implemented acquisition strategies aligned with company investment goals.
- Maintained detailed records of acquisition activities, including communications, offers, contracts, and closing documents.
- Communicated with sellers via phone, text, or email to address inquiries, concerns, and requests in a timely manner.

General Virtual Assistant (Property Management)
Prosper Real Estate
January 2023 – December 2023

Duties and Responsibilities:

- Promptly responded to tenant complaints and concerns for over a thousand properties. Developed and implemented marketing strategies to increase occupancy rates.
- Handled tenant complaints promptly and appropriately, calling in repairmen and other support services.
- Managed account receivables and payables.
- Administrative tasks: Credit control.
- Managing Airbnb and Apartments.com Bookings for short-term rentals.
- Responding to guest booking inquiries, maintenance, payment collection, handling changes, and cancellation.

Supervisor – Customer Service/Sales Representative
Teleperformance
October 2020 – December 2022

Duties and Responsibilities

- Monitored team performance metrics and developed actionable insights to enhance efficiency and boost sales outcomes.
- Provided real-time support to service associates, promptly addressing inquiries via phone and email while delivering effective solutions to customer concerns.
- Analyzed customer service trends and recommended process improvements to optimize team workflows and enhance customer satisfaction.

Product Support Escalation Specialist
Teleperformance
June 2019 – 2020

Duties and Responsibilities

- Reviewed customer claims for potential agent errors, identifying opportunities for improvement in processes and sales strategies.
- Monitored and analyzed customer feedback to identify patterns, providing actionable recommendations to management for enhancing service quality.
- Responded promptly to customer inquiries, resolving concerns to maintain satisfaction and foster loyalty.
- Adhered to customer service policies and industry standards, ensuring consistent and professional support.

Customer Service/Sales Representative
Teleperformance
May 2017 – 2019

Duties and Responsibilities

- Delivered exceptional customer experiences by proactively addressing needs, resolving issues, and driving sales through tailored solutions.
- Responded promptly and professionally to customer inquiries regarding products, services, and company information.
- Provided personalized advice and assistance, ensuring customer satisfaction by catering to individual preferences and requirements.

Cold Calling Representative
TeleQuest
February 2015 – 2017

Duties and Responsibilities

- Delivered prepared sales pitch from the script and persuaded potential customers to purchase product or service.
- Completed daily cold calling and outreach to build a sales pipeline.
- Recorded contact information of customers and potential customers in an internal database.

EDUCATION

Bachelor of Science in Information Technology Major in Electronics
Carlos Hilado Memorial State University



02 72577856



ttp-outsourcing.com



hello@trusttheprocess.com.au