

Candidate 17229834

Short-Term Rental VA

SUMMARY

She is a highly organized Virtual Assistant and Operations Manager with over five years of experience in administrative support, Airbnb management, and online marketing. She has a proven track record in email management, appointment setting, cold calling, and lead generation. At Spark Ads Agency, she managed day-to-day Airbnb operations, optimized client schedules, and increased client acquisitions by 20% through effective outreach. She also utilized Amazon and Instagram to enhance brand visibility and sales, earning a promotion to Operations Manager for her exceptional performance.

Her background includes customer service roles at Qualfon and Optum United Healthcare, where she provided excellent client support, and she also worked as an ESL tutor at Engoo, achieving a 98% student satisfaction rate. With strong communication skills, time management, and a results-driven approach, She is adept at improving operational efficiency and client satisfaction in dynamic business

TOOL & SOFTWARE USED

Guesty	Hostaway	Hospitable
Airbnb	Escapia	Streamline
Dialpad	Cloudbeds	VRBO
Uplisting	Superhog	BDC

WORK EXPERIENCE

Operations Manager / Virtual Assistant
Spark Ads Agency, Miami, Florida
2019–2024

Duties and Responsibilities:

- Managed day-to-day operations of Airbnb properties, achieving 95% client satisfaction ratings.
- Scheduled and confirmed appointments, handled email correspondence, and optimized client calendars for efficiency.
- Spearheaded cold calling and lead generation efforts, contributing to a 20% increase in client acquisitions.
- Leveraged Amazon and Instagram platforms to boost brand visibility and sales.
- Promoted from Virtual Assistant to Operations Manager for exceptional performance.

English Tutor
Engoo, Philippines
2017–2019

Duties and Responsibilities:

- Delivered high-quality ESL tutoring sessions to international students, achieving a 98% student satisfaction rate.
- Recognized as "Outstanding ESL Tutor" for consistently exceeding student learning goals.

Outreach Consultant
Visaya Knowledge Processing Outsourcing (Optum United Healthcare), Philippines
August–September 2017

Duties and Responsibilities:

- Provided excellent customer support and healthcare consultation services.
- Ensured accurate and timely responses to client inquiries, leading to a 15% increase in customer retention.

Customer Service Representative
Qualfon, Philippines
May–August 2017

Duties and Responsibilities:

- Delivered exceptional service by resolving customer concerns efficiently.
- Maintained a perfect attendance record throughout employment.

EDUCATION

Bachelor of Science in Business Administration, Major in Management
Silliman University, Dumaguete City
1997–2000



02 72577856



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hello@trusttheprocess.com.au