

# DANSTARSKY CUTAMORA

## VIRTUAL ASSISTANT

REAL ESTATE | DIGITAL MARKETING | LEAD GENERATION | CUSTOMER SERVICE



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Cebu City, Cebu, Philippines



[Google Drive Portfolio](#)

## PROFILE

General Virtual Assistant with 2 years of experience leading different small and large businesses in the field of real estate, coaching and education, as well as social media marketing. Provided consistent support to clients' administrative operations through research, usage of spreadsheets and word-processing programs, as well as being the first point-of-contact between brand and consumers. Decreased customer response time by as much as 80% and increased sales pipeline by almost 40% by implementing an automation which responded to customer inquires and guided them through the sales journey.



## CORE SKILLS

- CRM Management
- Administrative Assistance
- Social Media Management
- Lead Generation
- Customer Service (Calls & Emails)
- Digital Marketing
- Property Management



## TOOLS

- Google Suite
- Canva, Photoshop
- GoHighLevel
- Premiere Pro
- Ontraport
- Asana, Notion, Slack
- Buffer
- Facebook Ads Manager
- DropBox



## EDUCATION

### BACHELOR OF SCIENCE IN PSYCHOLOGY

University of San Carlos

2015 - 2019

## CAREER SUMMARY

### VIRTUAL HUB

### PROPERTY MANAGEMENT ASSISTANT

2021 - 2023

#### Outline:

*Acting as the first point of contact for all tenants/renters and potential leads as well as running almost the entire business operations for the rental company from lead generation to processing payments.*

- Generating leads by putting up house listings and managing the CRM.
- In-charge of marketing budget and creating paid ads through Facebook.
- Ensuring the automation runs smoothly and making adjustments.
- Providing top-level customer service through calls, texts, and emails.
- Handling lease signing, pay or vacates notices, and exit checklists.
- Handling tenant issues, maintenance requests and processing payments.
- Ensuring proper documentation and storage of files are up-to-date.
- Handling social media accounts and putting up posts daily.
- Other ad-hoc tasks by property manager (calendar management, setting up meetings, etc.)

#### Key achievements:

- *Reduced customer response time by 80% through effective use of automations.*
- *Achieved an-all-time high of 96% room occupancy.*

# CAREER SUMMARY CONTINUATION

## CO.LAB - FREELANCE GENERAL VIRTUAL ASSISTANT

JAN 2021 - DEC 2022

### Outline:

Acting as the main support in different projects and a wide-variety of ad hoc tasks such as travel and booking research, business outreach, and consumer sales status update in spreadsheets.

- Updating of the status of potential subscribers in spreadsheets
- Reaching out to leads through LinkedIn DMs and replying as needed
- Various research tasks (Company and grants research)
- Engaging in Twitter and LinkedIn Posts and updating numbers (impressions, comments, etc.) in the spreadsheet.
- Researching airlines or scheduled flights as needed.
- Scheduling posts ahead of time using Buffer.

### Key achievements:

- Contributed to an all time-high LinkedIn follower count of 8,000 by actively engaging to posts.
- Decreased customer response time by 40 by replying to queries immediately through DMs.

## FREELANCE COMPANY VIDEO EDITOR

JULY 2022 - DEC 2022

### Outline:

Editing videos for daily Youtube and Tiktok content and saving all source files, raw clips, and finished edits into Gdrive. Creating short-form content from edited long-form videos to boost channel analytics.

- Cutting, editing, putting, transitions, and arranging clips relevant to brand goals
- Arranging B-rolls on a sequence to create long-form or short-form videos
- Cutting long-form content for repurposing into short-form contents
- File management and storage through Google Drive
- Listing down and updating the list of videos using Spreadsheets

### Key achievements:

- Achieved a monthly count of 20 videos created and more.

## EPERFORMAX CUSTOMER SERVICE REPRESENTATIVE

JUNE 2019 - JULY 2020

### Outline:

Delivering great customer service by taking both inbound and outbound calls to answer any and all customer inquiries regarding the product or service. Hitting monthly targets and KPIs in order to achieve sales quotas.

- Achieving monthly targets and quotas.
- Answering customer inquiries through calls (Inbound & Outbound)
- Updating of lead info on CRM to recycle lead

### Key achievements:

- Consistently reached an above-average metric of 50% and above conversion rates for outbound and 80% for inbound.
- One of the highest-performing agents for several months (60% and above outbound conversions)