



SHENNA C MONTERO

Virtual Administrative Assistant

CONTACT

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Mandaue City, Cebu 6014

EDUCATION

Bachelor of Secondary Education

Cebu Technological University
2010 - 2014

Secondary Education

Pagsabungan Nat'l High School
2006 - 2010

SKILLS & EXPERTISE

- Experience with word-processing software and spreadsheets
- Data Analysis & Copy editing
- Understanding Real Estate Listings & Property Management
- Administrative Assistance
- Data Entry Management
- Organizational skills
- Time-management skills
- Verbal and written communication skills

WORK EXPERIENCE

PROPERTY MANAGEMENT ASSISTANT

GOTEAM I JUL 2023 - SEP 2023

- Facilitating seamless communication between property managers, tenants, and property owners.
- Perform Property Advertising & Marketing through real estate platform.
- Scheduling and finalizing routine inspections.
- Responding to emails for any property related concerns and conduct phone calls for reference checking.
- Other admin tasks: Process rental applications, process lease approvals, prepare lease agreements & renewals, maintenance follow up, invoicing, daily receipting, bond lodgment, process rent increase and rent reviews.

VIRTUAL ASSISTANT - ADMINISTRATIVE ASSOCIATE

SMARTSOURCING BPO I NOV 2020 - JUL 2023

- Facilitating seamless communication between property managers, tenants, and property owners.
- Logging Properties through Property Management tools. Eg., Property Me and Property Tree.
- Admin Tasks: Processing rental applications, processing maintenance requests, preparing lease renewals, invoicing, bond lodgment and clerical work among others.
- Doing phone calls, emails, booking schedule and compliance checking.
- Perform Property Advertising & Marketing and prepare customer spreadsheets and keep online records.

DATA ENTRY SPECIALIST

411 BPO I NOV 2018 - AUG 2020

- Data entry, data verification quality review.
- Respond and process ticket requests for waivers, discounts, free month and likes assigned to the Accounting Department.
- Updates client credit card in CRM per client request and setting it for auto payment or non-auto payment.
- Receives payments in QuickBooks, creates invoices, credit memos for the waivers and discounts in QuickBooks.
- Adding paid products into the clients accounts in the CRM.
- Checking and updating of clients accounts status (Active, PC, PCNQA).
- Closely coordinated with the counterparts in Bulgaria for any Accounting-operation updates.

DATA ENCODER ASSOCIATE

INNODATA I OCT 2015 - AUG 2018

- Quality assurance by meticulously proofreading both pre- and post- processed documents to detect error and correct discrepancies of legal documents.
- Word tagging to categorize and organize legal content for easy retrieval and reference.
- Respond to client's email for any legal documents related concern.
- Generate completed legal documents and check or parse to make sure there are no minimal errors.

CUSTOMER SERVICE REPRESENTATIVE

AZPIRED I JUN 2014 - OCT 2014

- Manage large amounts of incoming phone calls.
- Serves as the frontline point of contact for customers, where I have provided information, guidance, and assistance on products or services.
- Identify and assess customers' needs to achieve satisfaction.
- Build sustainable relationships and trust with customer accounts through open and interactive communication.
- Resolve customer issues and concerns in a timely manner.

REFERENCES

Hazel Mabitad

GoTeam / Property
Management Assistant

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Denise Villanueva

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