



# ALLYSSA MARIZA SANTOS

## PERSONAL ASPIRATION

To find a challenging position where I can utilize my skills, knowledge, experience, and ability to work well with people which will allow me to grow professionally and personally

## CONTACT INFORMATION

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## EDUCATION

FRANCISCO G. NEPOMUCENO  
MEMORIAL HIGH SCHOOL  
2008 - 2012

High School Diploma, March 2012  
Awards: Best Student, 2012

CITY COLLEGE OF  
ANGELES  
2012 - 2016

Bachelor of Science in Information Systems  
President's List: 2nd Term, AY 2015-16

## KEY SKILLS

Outgoing personality

Positive and approachable professional

Team Player

Keeping itself calm in the situation of conflict

Ability to work well as a part of team

Adaptable and Flexible

Excellent communication skills

## WORK EXPERIENCE

**December 2020 - Present**

**CS Global Workplace, Inc. (Cloudstaff) - Entec 2, Angeles, Pampanga**

### Training Coordinator

- Provide support and coaching to existing offshore staff members in generating lease renewals and rent reviews through DocuSign or Inspection Express, sending follow-ups to tenants and owners through CRMs such as PropertyMe or PropertyTree and screening property applications, sending follow ups for missing documents and chasing rental references and employment reference via email or phone using systems such as inspect Real Estate and generating Comparative Market Analysis through systems such as Price Finder and Corelogic.
- Conduct airtable training sessions with onshore Property Managers regarding real estate workflows.
- Conduct weekly meetings with Clients to touch base and align training with the business process specific to their office usually with Senior Property Managers or with the Business Owners.
- Works with different states in Australia and work across the varying legislations each state has.
- Writing meeting notes and completing meeting tasks.
- Creating training videos through loom or stream.
- Uses teams or slack to communicate instructions or processes to staff members.
- Creating workflow charts to have a clear, consistent visual representation of a process.
- Building airtable workflows (bases, views).
- Building airtable automations to send email notifications to team members or clients when specific changes are made to records, such as status updates or new comments. Using automations to keep the data synchronized across different platforms by automatically updating records in Airtable when changes occur using a specific trigger.
- Building airtable interfaces and dashboards for reporting.
- Familiarity with software automation tools such as Zapier.
- Utilized emailing platforms such as Hubspot, Front, and Outlook
- Formatting data through MS Excel or MS Word.

**May 16, 2016 - December 17, 2020**

**dnata Travel Inc - Clark Freeport Zone, Angeles, Pampanga**

### Senior Travel Consultant (November 2018 to December 2020)

- Offers customers a quality service and works to exceed their expectations.
- Responds to all phone and email inquiries promptly, courteously and in a friendly manner.
- Deals effectively with any difficult situation such as problem bookings, in-house and post-travel complaints.
- Ensures that all bookings and reservations are confirmed in order to avoid any problems in the future.

## TECHNICAL SKILLS

Microsoft Office (Word, Excel, Outlook, Powerpoint)

Airtable

Knowledge with Zapier

Property Me

Property Tree

DocuSign

Inspection Express

Inspect Real Estate

Price Finder

Core Logic

Experience in using Slack or Teams

Utilizes email platforms like Hubspot, Outlook and Front

Canva

Adobe

PDF Filler

Google Keep

JDS Images

Walmart E-Commerce Platform

Hootsuite

### Travel Consultant (April 2017 to October 2018)

- Answers all calls, emails and customer service requests assigned to the skill set trained for in a timely manner.
- Troubleshoots and liaises with suppliers and hotels for non-air transactions.
- Assist customers with their special, cancellation and amendment requests.

### Customer Service Agent (May 2016 to March 2017)

- Encodes room rates & allocations, terms & conditions from the hotel contracts.
- Coordinates and discusses with the Team Leader and Contract Manager any discrepancies on the contract to avoid misinterpretations as well as errors or limitations that prevent the loading of the contracts and follow through to resolution.
- Tests the accuracy of the contracts through use of testing tools.
- Amends the contracts with Special offers and promotions received from the suppliers.
- Updates room inventories – stop sales and room allocations.
- Investigates pricing and invoice issues.

## OTHER EMPLOYMENT (PART TIME)

### Executive Assistant to a CEO (July 2023 to February 2024)

- Writing notes and reminders through Google Keep
- Editing videos, documents and creating presentations through Canva
- Editing documents through Adobe or PDF Filler
- Created an airtable base for their property management, finance tab (to track receipts), HR base (to track contacts) and a car trading base to keep track of their car trading business
- Automated the process of publishing content by triggering actions such as posting to social media by using airtable and Hootsuite
- Sourcing candidates through platforms like Upwork and indeed and scheduling interviews with the CEO
- Coordinate internal and external meetings and e.vents
- Manage the CEO's virtual calendar, including scheduling virtual meetings and appointments

### E-Commerce VA / Airtable Specialist (December 2022 to June 2023)

- Built airtable workflows (bases, views) their e-commerce listings.
- Formatting listings data through their Macro in MS Excel
- Performing functions like Text to Columns, Conditional Formatting, and Formulas to format listings data in MS Excel.
- Building airtable interfaces and dashboards for reporting.
- Uploading listings and inventories through Walmart E-commerce platform.
- Editing or adding logos to clothes using JDS images which will be used for listings that will be uploaded in the Amazon or Walmart websites.

## REFERENCES

### Mark Eduard Dela Cruz

dnata Travel Inc.  
Team Leader

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### Jobert Olinares

CS Global Workplace  
Senior Project Manager

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### Julian Carlo Vital

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Customer Success Manager

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