

# SHEENA LORRAINE CANTOS

## Virtual Assistant

Adaptable professional with a diverse background and expertise in property management, technical support, customer service, and bookkeeping. Proven track record in managing deadlines and providing reliable support for smooth office operations. Seeking a virtual assistant role to leverage my multifaceted skills in ensuring efficient remote operations.

### JOB EXPERIENCES

#### Operations Supervisor (RTM)

June 2022 - May 2024

Real Property Management

- Serve as the primary point of contact for tenant and owner inquiries, concerns, and requests.
- Oversee the leasing process, including property showings, application processing, and lease renewals.
- Communicate lease terms, rent increases, and other important information to tenants.
- Conduct regular team meetings to discuss goals, process compliance, updates, and any issues that need addressing.

#### Senior PortFolio Manager (RTM)

August 2021 - April 2022

HomeVault Property Management

- Manage a team of 5-10 persons to ensure goals were met to fulfill company KPIs.
- Liaise with accounting team to review owner statements and ensure accuracy before disbursements.
- Review daily call logs to ensure incoming/outgoing calls were being managed effectively.
- Maintain Client relationships and ensure compliance with management agreements.

### EDUCATION

Bachelor of Arts in Sociology

University of the Philippines Los Baños

### SOFT SKILLS

- Adaptability
- Attention to detail
- Interpersonal Skills
- Leadership
- Time Management

### TECHNICAL SKILLS

- Property Management Software - AppFolio, PropertyWare, RentVine
- Process Software - LeadSimple, ProcessStreet
- Microsoft Office
- Email Management - HelpScout, Gmelius, Front
- Project Management - Trello, Notion, Monday.com

## JOB EXPERIENCES

### Maintenance Team Manager (RTM)

March 2021 - August 2021

HomeVault Property Management

- Manage a team of 3-5 persons to ensure goals were met to fulfill company KPIs
- Create, manage and complete work orders (including turnovers) by overseeing vendor work and coordinating with tenants for vendor entry and completion of work.
- Source & Onboard New Vendors to assist with maintenance needs.
- Auditing of Vendor and ensure compliance with vendor agreements.

### Leasing Team Manager (RTM)

July 2020 - March 2021

HomeVault Property Management

- Manage a team of 3-5 persons to ensure goals were met to fulfill company KPIs
- Lease creation and management to ensure compliance.
- Tenant Move in & Move out Coordination with the maintenance team.
- Renewal coordination with existing residents to maintain the occupancy count.

### Leasing Agent (RTM)

March 2020 - July 2020

BlueBear Property Management (merged with other companies and became HomeVault)

- Onboarding new property owners and maintaining client relationship
- Leasing coordination so that tenants were compliant while occupying the property.
- Maintain the occupancy levels to ensure company sustenance

### Virtual Assistant (RTM)

February 2018 - February 2020

Alarca Property Management

- Manage inbound and outbound calls when necessary.
- Perform Administrative tasks to support both owners and tenants needs including emails, maintenance - managing vendors and work order tracking.
- Point of contact for clients and team members to ensure that daily tasks were completed.

### Guest Relations Liason (RTM)

November 2019 - January 2020

Opulent Living UK

- Manage and arrange smooth check-in/out instructions for guests by ensuring they have received their information prior to check in/out date including maintenance coordination.
- Follow up with guests during their stay to ensure that we have achieved high end customer service.

### Virtual Executive Assistant

July 2018 - July 2019

Ultimate Music Theory

- Communication - email, phone, Facebook, tawk.to & more with clients & staff.
- YouTube - Uploading, tagging and embedding videos in our blogs.
- Website - WordPress Blog, page links to products, etc.
- Support - all aspects of our business and directly with the CEO

PROFILE

PROFILE

## JOB EXPERIENCES

### General Virtual Assistant/Bookkeeper Freelancer / Project-based

- Data entry
- Record expenses and sales and send out invoices to clients
- Enter transactions on QuickBooks and perform basic bookkeeping and reconciliation
- Create reports as requested by clients

### Technical Support Representative / Subject Matter Expert September 2013 - December 2017 Convergys Philippines (former Stream Global Services Inc.)

- Handled Windows and MAC platform technical issues and installation concerns for an accounting software.
- Created FAQs for customer basic accounting concerns.
- Perform other related duties and assignments as required.

### ESL/TOEFL Instructor July 2013 - September 2013

- English Tutor to help enhance English comprehension for students.

### Customer Service Representative July 2012 - September 2012 IT Consult Inc.

- Support customers by providing solutions and education to inquiries or concerns.

### Private Head English Tutor for Korean Elementary Students November 2011 - August 2013

- English Tutor to help enhance English comprehension for students.
- Assisted students with their homework.
- Supervised the Tutors' performance in teaching.
- Co-ordinated home study curriculum and prepared the books or modules needed by the tutors and students
- Point of contact for clients and team members to ensure that daily tasks were completed.

### Customer Service Representative/Inventory (Level 2) February 2010 - October 2011 APAC Customer Services Inc.

- Managing incoming calls from medical providers to explain how medical claims are processed
- Member of the Central Host Inventory team (Level 2) who assisted and directed ITLs to the correct department.

### Private English Tutor April 2009 - May 2010

- English Tutor to help enhance English comprehension for students.

## JOB EXPERIENCES

English Tutor for Elementary, Middle school and University students

December 2008 - April 2009

Do-Bae-Sum Academy

- English Tutor to help enhance English comprehension for students.

Customer Service Representative

May 2018 - November 2018

Teletech Bacoor

- Meet customer expectations through answering calls from Telstra dealers.
- Handling large call volumes to provide dealers/prospects with their preferred service needs.
- Other duties as assigned by the supervisor.

Directory Assistant

February 2018 - April 2018

Eperformax

- Effectively employed internet resources to provide location/directional support.
- Assists Verizon wireless customers

Customer Service Representative

October 2015 - October 2016

Teleperformance Philippines

- Support customers by providing solutions and education to inquiries or concerns.
- Call Handling for Sprint to resolve customer inquiries about their home and mobile phones
- Promoted to Supervisor due to my productivity and adaptability in related duties and assignments