

DON MIGUEL LUIZ D. LUMINGKIT

EXPERIENCED PROPERTY MANAGEMENT ASSISTANT &
VIRTUAL ASSISTANT



PROFILE

A dedicated professional with 5+ years of experience across customer service, property management, and administrative support. Proficient in tools like PropertyMe, Property Tree, Zoho, and Excel, with expertise in managing property listings, tenant communication, invoice processing, and CRM systems. Skilled in streamlining administrative tasks, handling financial records, and providing exceptional service to clients. Strong organizational and time management abilities, with a focus on efficiency and detail-oriented project execution.

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- donmiguelluiz@gmail.com
- Juaning Store,
Tigbawan,Lazi,Siquijor

SKILLS

- Property Management Tools
Proficiency
- Customer Service
- CRM Systems Expertise
- Administrative Support
- Financial Management
- Project Management
- Virtual Assistance
- Multilingual Communication
- Time Management & Prioritization

SOFTWARE AND TOOLS

- Zoho CRM
- ASANA
- Property Tree
- PropertyMe
- Inspection Manager
- Trello
- Airtable
- Docusign
- Aircall
- Buildium
- RentVine
- LeadSimple

EXPERIENCE

ACCOUNTS RECEIVABLE AND PAYABLE ADMIN ASSISTANT

Oak and Apple Inc

June 2024 - September 2024

- Use Buildium to manage and process invoices related to electricity, plumbing, pest control, inspection charges, rodent treatments, and other property-related services.
- Ensure timely and accurate payment to vendors by tracking and scheduling payments for all service-related invoices in the system.
- Monitor incoming payments from tenants or property owners, applying payments to the correct accounts and issuing invoices for any additional services rendered.

PROPERTY MANAGEMENT VIRTUAL ASSISTANT

Agentsync

February 2023 - February 2024

- Conduct precise data entry tasks to update and maintain tenant and property information in management software, ensuring accuracy and accessibility for team members.
- Manage essential back office processes, including file organization, document management, and administrative support, to enhance the efficiency of property operations.
- Prepare, issue, and distribute lease renewal intentions to tenants, ensuring timely communication and adherence to renewal deadlines while addressing any tenant inquiries.

EDUCATION

SECONDARY SCHOOL

Siquijor Provincial Science High School
2009 - 2013

TERTIARY SCHOOL

Mindanao State University - Iligan Institute of Technology
Bachelor of Arts in Sociology
2013 - 2017

CHARACTER REFERENCE

Name: Tricia May Nagum
Phone Number: +63 920 960 9659
Relationship to reference: Former Colleague

Name: Mariette Barredo
Phone Number: +63 961 618 1876
Relationship to reference: Former Colleague

Name: Dennis Perron
Phone Number: 204-815-5623
Relationship to reference: Former Client

CUSTOMER SUPPORT SPECIALIST

Optinizers

July 2022 - December 2022

- Provide expert assistance by answering customer inquiries regarding our company's products and services, ensuring clarity and satisfaction in all interactions.
- Efficiently process orders and transactions using Zoho and WooCommerce platforms, ensuring accuracy and timely fulfillment while maintaining a positive customer experience.
- Address and resolve customer issues and technical problems through effective troubleshooting, while also gathering and analyzing customer feedback to enhance service quality and product offerings.

EXECUTIVE SERVICES SPECIALIST II

Cloudstaff Modern Workforce Inc

March 2022 - December 2022

- Support property management operations by handling back office tasks, including document organization and team communication.
- Draft and prepare lease renewal agreements, ensuring compliance and timely communication with tenants.
- Process utility invoices for electricity, water, and maintenance, and generate Comparative Market Analysis (CMA) reports to assist in property assessments.

PROPERTY MANAGEMENT VIRTUAL ASSISTANT

Pathcutters Philippines Inc.

April 2021 - February 2022

- Assist with back office tasks to ensure smooth property management operations and effective team communication.
- Draft lease renewals and management agreements, while scheduling entry, exit, and routine inspections.
- Prepare, issue, and send invoices to tenants and owners, and create inspection reports based on input from the property manager.

TECHNICAL SUPPORT REPRESENTATIVE

Transcom Worldwide Philippines

December 2018 - February 2021

- Respond to customer inquiries about products and services, delivering friendly and professional support.
- Troubleshoot and resolve issues related to cable, internet, and home phone services, guiding customers through step-by-step solutions.
- Provide product recommendations to enhance customer experience and assist with managing monthly billing, driving revenue growth.