



Vanessa Joy Capuno

VIRTUAL ASSISTANT



EXECUTIVE SUMMARY

Experienced Virtual Assistant and Real Estate Administrative Assistant skilled in data management, customer service, and administrative support. Proficient in Google Workspace, MS Office, and Canva, with a focus on streamlining processes and boosting efficiency in real estate operations.

SKILLS AND EXPERTISE

- E-mail handling and Email inbox optimization
- Calendar & Meeting Scheduling
- Research, Data Collection and Data Entry
- Customer Support
- Google Suite: Drive, Docs, Sheets, Forms, Mail, Calendar, Slides
- MS Office (Word, Excel, PowerPoint, Outlook)
- Property Management
- Appointment setting
- Quickbooks: invoicing
- Other administrative support.

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SCHOOLS ATTENDED

PHILIPPINE COLLEGE OF TECHNOLOGY – DAVAO

Hotel and Restaurant Mgt | June 2008 – 2010

- Knowledge in hospitality industry, Hotel and Restaurant Operations Management.
- Customer Service and Guest Relations: Enhancing guest experience. Managing guest complaints and feedback. Cultural sensitivity and hospitality ethics.

WORK EXPERIENCED

SECRETARY

BJ Homestay Davao | June 2014 – April 2016

- Organize and schedule meetings, activities, and events for the homestay learning camp.
- Maintain and update records of student registrations, attendance, and camp activities.
- Communicate with students, and staff regarding camp schedules, policies, and updates.
- Assist in preparing and distributing learning materials, itineraries, and camp guidelines.

WORK EXPERIENCED

ESL ONLINE TUTOR

RareJob Inc. | September 2019 – March 2022

- Teach English grammar, vocabulary, pronunciation, and conversational skills.
- Provide feedback and guidance to help students improve their speaking, listening, reading, and writing skills.
- Create a positive and supportive learning environment to motivate students.
- Encourage and facilitate student participation in interactive language activities.
- Manage time effectively to meet scheduled lesson times and goals.

INBOUND CALL CENTER AGENT

VXI Global Holdings | Nov 2022 – May 2023

- Receive inbound calls and answer inquiries related to DTV services.
- Document all call information according to standard operating procedures.
- Enter new customer information into the system.
- Resolve problems and provide accurate information about DTV services.
- Listen to customer issues, assess situations, and work to resolve problems or complaints to the customer's satisfaction.
- Handle multiple customer interactions simultaneously.
- Prioritize urgent issues while ensuring all customers receive timely assistance.
- Research required information using available resources.

WORK EXPERIENCED

ADMINISTRATIVE VIRTUAL ASSISTANT

Bah Properties Ltd | July 2023 – August 2024

- Data Entry and Management: Maintain property listings, update client databases, and organize contracts and agreements.
- Calendar Management: Schedule and coordinate property viewings, meetings, and appointments for agents and clients.
- Document Preparation: Draft and review property-related documents, including leases, and contracts.
- Communication Support: Handle inbound and outbound communication via phone, email, and messaging platforms for client inquiries and follow-ups.
- Listing Management: Upload and update property listings on real estate platforms and websites.
- File Organization: Maintain and organize digital files related to properties, clients, and transactions.
- Transaction Coordination: Assist in managing the administrative process of property transactions, from offer to closing.
- Client Relationship Management: Track and maintain client information, follow-up schedules, and communication history.
- Invoicing and Billing: Manage invoices, billing, and payments related to property deals and administrative services.
- Research: Conduct market research and gather information about comparable properties, market trends, and pricing.
- Compliance Management: Ensure all required documentation and legal compliance steps are followed during real estate transactions.
- Team Support: Provide general administrative support to the real estate team.