



CYRIL JOHN REMONDE

Property management
Wordpress Development
Marketing Automations
SEO/SMM
Client support

CONTACT DETAILS:

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SOCIAL

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SiegeRemonde

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www.facebook.com/siegyvr

ABOUT ME

Organized, detail-oriented and seasoned virtual professional with extensive experience in the tech, customer support, property, social media and team management industry. A creative problem solver who contributed to the development of startup up client businesses into its sustainable growth state seeking to expand career growth in social media management and property management. At my leisure time, an avid outdoorsman, Off-roader/outlander, a cooking enthusiast, a whisky person and a cyclist.

EMPLOYMENT HISTORY

GOHIGHLEVEL

SEO AND MARKETING AUTOMATIONS, FREELANCE PROJECT 2019 - 2022

I primarily handled SEO On Site optimization, Link building and campaign automations for the Agency's clients using Wordpress, Wix, AgencyAnalytics and HighLevel.

Main tasks include:
Meta Description generation
H1 structuring
URL Optimization
Keyword Density analysis
Alt Texts
Dedupe Content
Website Speed
SEO Audit reports
Campaign building and reporting

Hicksville Trailer Palace

ADMIN / MAINTENANCE / BOOKING PLATFORM SUPPORT SPECIALIST 2019-2021

I was the admin support for the booking platform, guest coordination and property maintenance for the 11 vintage hotel type trailers in the well known HICKVILLE trailer palace in Joshua tree, CA. Using various platforms and tools like Akia, Rezstream and Squarespace.

Core skills:
-Property management (CRMs)
-Team management
-Web/Apps administration/ Maintenance ticketing and vendor dispatch
-Lead generation/ Email Marketing
-Engagement and guest support

Unit 205 Properties

VIRTUAL PROPERTY MANAGER/ADMIN 2016 - 2020

I worked with Management/Customer service/Admin tasks for a property management business in LA using Appfolio, Salesforce, Airbnb, Pricelabs, Tokeet, Smartbnb, Lodgify and Mailchimp. I am highly experienced using google apps and also is experienced in working with August lock systems and Ring Camera monitoring as a remote security measure for the 80+ properties we listed. I also coordinated with the ground maintenance team by using Dialpad and Upkeep for a smooth work order based flow in the building maintenance and maid services.

Core skills:
-Property management (CRMs)
-Team management
-Maintenance ticketing and vendor dispatch
-Web Tools/Apps administration
-Lead generation/ Email Marketing

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MSC and Playclothesla.com

**GRAPHICS DESIGNER/WORDPRESS DEVELOPER/DATABASE ADMINISTRATOR
2014 - 2017**

Mosaic Student Communities is one the known student housing provider in Los Angeles for students primarily in UCLA. As a remote office admin I was responsible for Tracking, updating, importing, scheduling various tasks/documents in Salesforce, Appfolio, MailChimp, Docusign, Infusionsoft and On-site web/cloud based applications. I was also tasked to handle social media management and created marketing materials using core skills in :

- Facebook Scheduler / Campaign calendar
- Facebook business manager
- Click funnels
- Hootsuite
- Infusionsoft /(now Keap)
- SEO (Keyword research/On Page/Offpage optimization)
- Canva
- Mailchimp
- Jotforms for lead capture

With playclothes.la, The job entailed graphics design for print quality for Dodgeball shirts and tanks for an online store. I am also responsible for developing, managing and updating the website from design concept to its end user UI and navigation (ex. Backend store and Paypal integration).

Core skills

- Wordpress admin tools and database management
- Marketing tools design and creation (Flyers and Mock ups)
- Photoshop

VA INTL

DATABASE/WEBSITE CONTENT MANAGER, 2013-2014

Manages database and Lead Generation. These tasks include extraction of listings in Crebslist/MSLX for property leads, "sold" and "listed" Flyer designing/creation, Market connection updates for newsletters, website content/listings management, Mojo dialer database updates, Manual lead generation through whitepages and Top producer (CRS) database management.

Core skills:

- Database management
- Marketing materials design
- Email marketing
- Lead generation

DFYS

PROJECT MANAGER, 2013-2014

Managed multiple website development, email marketing and graphics development for international clients. Oversaw the design to development phase until the production phase of the project with full calibration of client needs.

Core skills

- Project management
- Client communication and calibration
- Wordpress Development
- Lead generation

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Supreme Enterprises, Inc. USA

**VIRTUAL ASSISTANT / LINK BUILDER / WORDPRESS CONTENT MANAGER
2011-2013**

Hired as a Freelance Virtual Assistant for real estate investors. My task includes SEO (Search Engine Optimization), ad postings, property listings, link building, research, web site development, webinars, e-mail blasting, comparative analyses, and providing customer service.

Core skills

- Basic SEO
- Real estate and property management
- Local listing management
- Website /Wordpress administration

Convergys Philippines

TECHNICAL SUPPORT ENGINEER - LEVEL 2, 2009-2011

I handled paid per incident Inbound/Remote software installation, configuration and bug reporting of Microsoft Office suites ranging from versions 2003, 2007 and 2010.

My task also includes operating system configurations and properly documenting client interactions, discovered issues and creating bug tickets and fixes.

I also handled inbound/remote access for technical and customer service calls for customer satisfaction and retention for America's leading Internet service provider (Time Warner Cable Broadband) . My task entails network and system interface diagnostics, troubleshooting Windows and Mac network settings and client application errors.

Core skills

- WIN 7 OS support
- MSOffice 2010 Application Support
- Small business networking/Diagnostic Troubleshooting

Sutherland Global Services

TECHNICAL SUPPORT SPECIALIST, 2007-2009

I handled inbound/outbound for technical and customer service calls for customer satisfaction and retention for America's leader in Anti-virus software. This also entails utilizing chat interaction with customers through remote access.

My task also included software patches and fixes, operating system configurations, hardware and network diagnostics, order, subscription and refund processing.

Properly documenting customer interactions, discovered issues or events and creating bug tickets and fixes.

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ACADEMIC HISTORY

University of Southeastern Philippines

BACHELOR OF SCIENCE IN BIOLOGY

- Class President (Freshman year)
- Vice president of the Junior Ecologist Movement
- BMS Instructor MARCO POLO Mountaineering club
- Rescue Instructor MARCO POLO Mountaineering club

HOBBIES & INTERESTS

- Cooking / Cold Brewing
- Off Roothing / Outlanding
- Canyoneering
- Snorkeling
- Mountain Biking
- Hiking
- Casual Gaming

REFERENCES

Ryan Benedict Entero

IT - Security Administrator | QBE | enteroryan@gmail.com
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Jannela Marie Laurel

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Lojan Ranara

Short Rental CSR | PNC | Lojan@Pillowandcoffee.com
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