

JO ANNE AQUINO

V I R T U A L A S S I S T A N T



OBJECTIVE

Highly skilled and motivated professional with a proven track record as a Virtual Assistant in the short-term rental/Airbnb industry and a background as a BPO Customer Service Representative. Seeking a challenging position as a Virtual Assistant where my extensive experience in managing short-term rental properties, delivering exceptional customer service, and leveraging my organizational and communication skills can contribute to the efficiency and success of the team.

CONTACT

- 📞 Call +63-916-2376842
- ✉️ jbaquino86@gmail.com
- 📍 Calamba City, Philippines

EDUCATION

Bachelor of Science in Nursing

2003-2009

Saint Mary's University

Bayombong, Nueva Vizcaya

SKILLS

- Detail Oriented
- Excellent communication
- Customer-focused mindset
- Strong problem-solving
- Data Entry
- Computer Proficiency
- Adaptability
- Client Relationship
- Sales & Communication Skills

EXPERIENCES

Listing Coordinator (Short Term Rental Company)

May 2024-
March 2025

- Creating listings for new properties across different booking channels
- Making sure listings are synced to all softwares (Guesty, Breezeway)
- Updating existing listings when needed
- Familiar with Airbnb , Guesty, Breezeway, Wheelhouse, Trip.com, Booking.com, Expedia , Vrbo, Canva, Google Workspace, Asana, Slack
- Assist with administrative tasks to support our property management team as needed

Guest Support (Short Term Rental Company)

Mar 2022-
April 2024

- Handle guest issues or concerns with a solutions-oriented approach
- Coordinate cleaning and maintenance services
- Answers guest queries
- Manage bookings, cancellations, and modifications efficiently
- Provide check-in instructions and accommodating check-in/check-out requests
- Manage Airbnb listing and listings on other sites such as VRBO

Customer Service Representative/ Teletech (BPO)

March 2021-
Feb 2022

- Provide professional and courteous customer support through various communication channels, including phone and email
- Explain billing statements, assist with payment processing, and resolve billing disputes or discrepancies
- Manage and resolve customer complaints or service-related disputes, ensuring customer satisfaction and retention.