

# Karren Gillera Ramos

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## WORK EXPERIENCE

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### Scale Virtually

Nov. 2025 – Present

*Executive Virtual Assistant*

*Cebu City, PH*

- Manage executive calendars, schedule meetings
- Coordinate travel arrangements including flights, accommodations, itineraries, and schedule changes
- Handle inbox management, email triage
- Track tasks, follow-ups, and deadlines to ensure timely completion of executive and operational priorities
- Provide administrative and operational support including document preparation, reporting, and cross-team coordination

### Scale Virtually

Apr. 2024 – Oct. 2025

*Maintenance Coordinator Virtual Assistant*

*Cebu City, PH*

- Update submitted maintenance requests in Appfolio
- Coordinate with vendors, tenants, and owners regarding maintenance requests
- Coordinate with Property Managers and Maintenance Director
- Follow up with vendors on the maintenance requests
- Create bills on maintenance requests

### Scale Virtually

Jan. 2023 – Mar. 2024

*Management Admin Virtual Assistant*

*Cebu City, PH*

- Funnel all calls or emails to the appropriate person either to management or smart maintenance
- Generate lease expiration reports and send them to the Property Managers at set schedules
- Update tenant/property information in Appfolio
- Prepare email drafts, send templated messages, and fill in forms
- Assist the Property Managers in other administrative/clerical tasks as needed

### Supporting Enterprises Inc.

Jan. 2021 – Oct. 2022

*Team Leader*

*Cebu City, PH*

- Assigned different accounts and markets for team members
- Coached and mentored team members
- Prepared month-end reports

### Supporting Enterprises Inc.

Aug. 2020 – Jan. 2021

*e-Commerce Content Moderator*

*Cebu City, PH*

- Moderated customer reviews and decided the appropriate moderation action based on the clients' moderation guidelines
- Curated photos and tagged specific objects and products that are relevant to the clients' visual curation guidelines
- Tracked work progress on a day-to-day basis

### ServTech Global PH

Jun. 2018 – Apr. 2020

*Real Estate Support Specialist*

*Cebu City, PH*

- Processed approved contracts that are added in CRM by entering data from source documents into internal software, making necessary corrections to information as needed
- Recorded completed work and responded to inquiries regarding entered data
- Kept track of data and source documents received; compiled then sorted and verified the accuracy of contract data to be entered

- Reeracoen BPO Inc.** Jan. 2018 – Jun. 2018  
*Data Entry Representative* Cebu City, PH
- Entered customer and account data by inputting alphabetic and numeric information on keyboard or optical scanner according to screen format
- Conduent** Jul. 2017 – Nov. 2017  
*Chat Support Specialist* Cebu City, PH
- Identified customer needs and responded to their queries in a timely and accurate way via chat
- Bridging Homes Learning Center** Sep. 2016 – Apr. 2017  
*Shadow Teacher* Cebu City, PH
- Managed classroom activities including lessons, play, breaks and meals, and assisted head teacher
- Accenture** Jan. 2016 – Jul. 2016  
*New Associate, Program Control Services* Cebu City, PH
- Received detailed to moderate level of instruction on daily work tasks and detailed instruction on new assignments, solving routine problems through precedent and referral to general guidelines

## EDUCATION

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- The National Teachers College** Present  
*Master of Arts in Education, Major in Educational Management* Quiapo, Manila, PH
- Saint Theresa's College** March 2015  
*Bachelor of Elementary Education, Major in General Education* Cebu City, PH

## CERTIFICATIONS, SKILLS & INTERESTS

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### Certifications

- Foundations: Data, Data, Everywhere (Google Data Analytics Course from Coursera)

### Skills and Software

- Operational management and coordination, executive and administrative assistance, process improvement and workflow optimization, vendor and stakeholder communication, calendar, email, and task management, report preparation and data accuracy, property management support, leadership, coaching, and team oversight, customer support and client relations, problem solving and critical thinking, documentation and information management, project coordination and follow-through, written and verbal communication, adaptability and time management, AppFolio, Notion, Trello, Google Workspace, Microsoft Office 365, Slack, Zoom, Google Meet, Loom, Microsoft Teams, Canva, Google Drive, OneDrive, Dropbox, SharePoint

### Interests

- Coffee, cooking, dancing, reading, news, Reddit, K-Pop, K-Drama, K-Variety