



KAYE S. CHAVEZ

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PROFILE:

Dynamic and adaptable professional with extensive experience spanning customer service, team leadership, social media management, real estate, and virtual assistance. Proven ability to drive results through effective communication, client engagement, and project coordination.

Key experiences include:

- 4 years in customer service delivering exceptional support and problem resolution
- 2 years managing spa operations, leading teams, and improving client retention
- 1 year as a Community Relations Officer fostering strong local partnerships
- Part-time Social Media Manager for an Iloilo-based client, creating and executing targeted digital campaigns
- Real Estate Property Manager for a U.S.-based client, overseeing property operations and client relations
- Short-Term Rental Virtual Assistant for multiple Iloilo-based clients, managing bookings, guest communications, and calendar coordination
- Part-time Cold Caller and Appointment Setter for U.S.-based home improvement, roofing, and solar services, successfully qualifying leads and scheduling appointments
- Freelance Investment Specialist and short-term Virtual Assistant providing administrative, scheduling, and client coordination support

Highly organized, self-motivated, and client-focused, I am eager to contribute my diverse skill set to remote roles within dynamic and flexible environments.

CORE PROFICIENCIES:

Customer Service & Client Relations|Social Media Strategy & Content Management|Real Estate Property Management|Short-Term Rental Operations & Guest Coordination|Cold Calling & Appointment Setting|Digital Marketing & Audience Engagement|Administrative Support & Virtual Assistance|Scheduling & Calendar Management|Problem Solving & Conflict Resolution|Project Coordination & Multitasking|Communication & Interpersonal Skills|

PROFESSIONAL EXPERIENCES

Freelance Social Media Manager|January 2020-Present
|Iloilo City Based Client

-Managed and executed social media strategies for an Iloilo-based client, creating engaging content and increasing audience interaction across multiple platforms. Used analytics to track performance and optimize campaigns, boosting brand visibility and follower growth.

Manager

-Nurse Jim Wellness and Aesthetic Spa |January 2018 - January 2020

Managed daily operations of a local spa, leading a team to deliver excellent customer service and improve client retention. Developed and implemented targeted marketing initiatives to increase bookings and drive business growth.

Community Relations Officer

8990 Housing Development Corporation

Iloilo & Bacolod |March 2020- June 2021

-Served as a Community Relations Officer for a local housing development, building and maintaining strong partnerships with residents and stakeholders. Facilitated community engagement initiatives to enhance resident satisfaction and foster a supportive neighborhood environment

Customer Service Representative II

Telus International Philippines |August 2021 – February 2023

-Provided high-quality customer support for Telus International Philippines, resolving inquiries and issues efficiently while maintaining excellent communication and client satisfaction. Assisted customers with product information, troubleshooting, and service-related concerns, contributing to overall service excellence.

Senior Customer Service Representative

IQOR Philippines | March 2023 – December 2023

-Handled complex customer inquiries and escalations for a telecommunications account, delivering prompt and effective solutions to enhance customer satisfaction. Mentored junior team members.

Senior Frontline Support Care Representative

Xtend Ops Philippines|January 2024 – July 2025 Served as a Patient Support -

Specialist for a dental office, managing patient appointment inquiries and providing timely, empathetic assistance. Handled complex scheduling requests, resolved patient concerns, and ensured a smooth communication flow between patients and dental staff.

Part-time

Senior Investment Specialist

Sta. Barbara Heights, Megaworld Corporation |October 2017-Present

-Advised clients on investment opportunities in condominiums, residential, commercial properties, and townships, providing tailored solutions to meet their financial goals. Facilitated property transactions, built strong client relationships, and contributed to the company's growth through strategic sales efforts.

Validator

Unconditional Cash Transfer

DSWD- Region VI |September 2021 – September 2022

-Conducted thorough verification of beneficiary data and documentation to ensure eligibility and accuracy for cash assistance distribution. Coordinated closely with local government units and community stakeholders to maintain transparency, prevent errors, and support efficient program implementation. Played a key role in safeguarding the integrity of the social welfare initiative.

Community Outreach Worker

Bidlisiw Foundation Organization Inc. |April 2020-April 2021

-Conducted outreach and awareness programs to protect vulnerable children at risk of trafficking and legal issues. Collaborated with local partners to provide support and coordinate interventions for at-risk youth.

EDUCATION

Bachelor of Science in Social Work

Iloilo Doctors College

TRAININGS AND CERTIFICATES

Virtual Assistant Training (Virtual)

OTHER PROFICIENCIES

Skype | Gmail | Google Chrome | Google Drive | Google Teams | Google Calendar | Canva |Adobe Photoshop | Zoom | Google Docs | Google Slides | Google Sheets | MS Word | MS Excel| MS PowerPoint | Slack |Wordpress| Salesforce| Skype|Expedia ||Zillow