



# Maurince Joyce Mancao

## Property Management Virtual Assistant

Experienced Property Management VA with more than 6 years in customer service, maintenance coordination, and real estate support. I help streamline operations so you can focus on business growth

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## WORK EXPERIENCE

### Maintenance Coordinator

5StarVA/HireSmart - Humphreys Residential Property Management

06/2022 - 02/2026

#### Achievements/Tasks

- Coordinate and schedule maintenance, repairs, and inspections for multiple properties.
- Assign work orders to vendors or in-house technicians based on priority and expertise.
- Monitor progress of maintenance requests to ensure timely completion.
- Maintain accurate maintenance records and documentation in the property management system

### Real Estate VA

Start Virtual

10/2021 - 05/2022

#### Achievements/Tasks

- Real Estate Cold Caller/Appointment Setting/Data Entry/Data Mining
- Web Research/Email Management

### CSR/Technical Support

Concentrix Davao

10/2020 - 10/2021

#### Achievements/Tasks

- Top Agent for Cricket Account
- Inbound/Outbound Calls
- Customer Service Support/Technical Support

### CSR/Retentions Coach/SME

IQOR DAVAO

10/2018 - 10/2020

#### Achievements/Tasks

- Top Agent 2019 For AHS Account
- SME for newly hired agents
- Audit calls and rate them/Inbound/Outbound calls
- Customer service support/Sales Support/Technical Support

## EDUCATION

### Bachelor of Science in Information Technology

University of Southeastern Philippines

06/2015 - 05/2020

## SKILLS

Fluent in English

Detail-oriented person

Web Research

Inbound/Outbound Calls

Data Entry/Data Mining

Good Communication/Writing Skills

Can Easily Adapt to any Environment

Willing to be trained and a fast learner

Multitasking

Admin tasks

Email Management

Cold Calling/Appointment Setting

## SOFTWARE SKILLS

Canva

Trello

Microsoft Office tools (Word,Excel,PP,etc.)

Google Suite Tools

Basic Programming (C++,HTML,CSS,PHP)

Autodialer (Mojo, Batchdialer, Dialpad)

CRM tools (GHL, ASANA, Monday.com)

Appfolio, Entrata, Buildium and Property Meld

## ACHIEVEMENTS

--Being one of the TOP Agents for the first 2 companies that I've worked with

## LANGUAGES

Filipino

Native or Bilingual Proficiency

English

Full Professional Proficiency

## INTERESTS

Sports

Music

Leadership

Puzzles/Maze