



ROLAND A. SEMBRANO

Contact : +639981898337

Email: va.lanzsebrano@gmail.com

- Virtual Assistant / Property Manager for 3 years
- Team Leader & Operation Manager for 15 years in BPO
- Experienced Technical & Customer Support

Experienced and adaptable professional with 10+ years of leadership background and a proven track record in team development, project management, and effective communication. Currently excelling as a Property Management Virtual Assistant, managing over 150 properties in the Netherlands. Skilled in tenant support, maintenance coordination, lease management, and issue resolution. Proficient in property management software, with a strong focus on operational efficiency and client satisfaction.

EDUCATION

University of Santo Tomas

Bachelor's Degree Commerce Major in Accounting
1991 – 1995

Lourdes School of Quezon City

Secondary Education
1986 – 1991

SKILLS

Virtual Assistant:

- Excellent written and verbal communication skills
- Proficiency in remote task management and coordination
- Organizational skills for managing multiple tasks efficiently
- Familiarity with virtual collaboration tools (e.g., Slack, Skype, Zoom)
- Attention to detail in administrative tasks and documentation

Guest Support for Property Management:

- Strong customer service and interpersonal skills
- Ability to handle guest inquiries and issues promptly and professionally
- Knowledge of property amenities and local area attractions
- Reservation management and booking coordination
- Problem-solving skills for resolving guest concerns and ensuring satisfaction
- Responsible for handling guest support and operations for a portfolio of 150 properties

Team Leader/Supervisor in a BPO Company:

- Leadership and coaching skills to motivate and develop team members
- Experience in performance management and goal setting
- Ability to delegate tasks effectively and monitor progress
- Strong communication skills for facilitating team meetings and providing feedback
- Conflict resolution and problem-solving abilities to address team challenges and ensure productivity

PROFESSIONAL EXPERIENCE

Virtual Assistant | Property Manager (2022 - 2025)

- Managing guest communication, including responding to inquiries, request prior check in until the guest check out, and addressing concerns.
- Coordinating cleaning, property maintenance tasks, such as scheduling repairs, inspections, and routine maintenance with contractors and vendors.
- Maintaining accurate and organized records of lease agreements, rental payments, property inspections, and maintenance activities.
- Assisting with tenant onboarding and offboarding processes, including lease signings, move-in inspections, and security deposit management.
- Handling administrative tasks, such as email management, appointment scheduling, and document preparation.
- Collaborating with property management team members to ensure efficient operations and excellent tenant satisfaction.
- Coached team members to enhance processes and productivity.
- Developed comprehensive FAQ documents for each property.
- Created and maintained organized files for all operational processes.

Team Manager | Supervisor in BPO (2014 - 2024)

- Lead a team of sales professionals by setting clear goals, providing guidance, and offering support to help them achieve targets.
- Monitoring and analyzing sales performance metrics to identify areas for improvement and implementing strategies to optimize team performance.
- Providing ongoing coaching and training to enhance the skills and knowledge of team members, ensuring they are equipped to effectively engage with clients and close deals.
- Collaborating with other departments such as marketing, product development, and customer service to align strategies and ensure a seamless customer experience.
- Serving as a point of escalation for resolving complex client issues or challenges, and representing the team in meetings with clients or stakeholders.
- Overall, my role is crucial in driving the success of the sales team, fostering a positive and collaborative team culture, and ultimately contributing to the achievement of revenue and growth targets for the sales account.