

Jo Anne Aquino

Virtual Assistant

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Dear HR Manager,

I'm excited to apply for the Customer Service & Listing Specialist role as advertised. With three (3) years of combined experience as a Guest Relations Support and Listing Coordinator Virtual Assistant in the short-term rental industry, I bring a strong background, proven skills, and a genuine passion for delivering exceptional service—making me a great match for your team.

Throughout my career, I have developed strong communication skills, which have allowed me to build positive relationships with both guests and internal teams. I fully understand the importance of excellent customer service, especially in the short-term rental industry, where every guest interaction can leave a lasting impression.

In addition, I have hands-on experience managing and optimizing listings across various booking platforms such as Airbnb, Vrbo, Booking.com, Expedia, and others. I'm also well-versed in using tools like Wheelhouse for pricing, as well as Guesty, 365 Villas, Breezeway, Enso, Asana, and Slack. I pay close attention to detail when it comes to maintaining listing accuracy, coordinating guest needs, and ensuring smooth operations. My experience has taught me how critical it is to be organized, responsive, and proactive to create exceptional guest experiences and support company growth.

I am excited about the opportunity to bring my skills and dedication to your team. Thank you for considering my application. I look forward to the possibility of contributing to your continued success.

Respectfully Yours,



Jo Anne Aquino
