



Charlene Jose

Virtual Assistant | Real Estate VA | Customer Service Specialist

Contact

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Portfolio

<https://charlene-portfolio-mocha.vercel.app>

Address

672 Mac Arthur Highway San Francisco Mabalacat Pampanga 2010

Expertise

Administration
Customer Service Specialist
Email Management
Real Estate Specialist
Time & Calendar
Management Data Entry
Invoice & Bank
Reconciliation Organizing
Data File & Folder
Experienced with MS Office
System CRM Software
Expert in creating agreement forms, documents, and contracts
Expert in Travel & Bookings

Tools & Software

Property Tree
Propertyware
DocuSign
Jivo Chat
Monday.com
CRM Sales Force

Experience

2023 - Present

Re/Max Haven PMD

Property Management VA | Resident Success Specialist

Respond promptly to tenant inquiries via chat, email, text, and the tenant portal

Coordinate with the maintenance team to address and track repair requests

Prepare and send reservation paperwork to new applicants

Review rental applications using the Findigs platform

Send management termination notices to tenants when applicable

Process tenant notices to vacate and update internal records

Issue collection notices and restrict accounts in eviction status

Send month-to-month rent increase notices and ensure system records are updated accordingly

Handle data entry and CRM updates etc.

2021 - 2023

Clark Outsourcing

Property Management Virtual Assistant | Maintenance Manager

Knowledgeable with Property management tools (e.g. Property Tree, REI Form, DocuSign)

Process Maintenance Work Orders and managed communication between landlords, tenants, contractors and Strata

Assist with administrative tasks such as data entry, managing calendar, scheduling appointments, preparing documents, reports, etc.

Invoice & Bank Reconciliation

Process mid & end month report

Outlook Email Management

Dealing with reception emails and corresponding with team, landlord, clients, contractor, and tenant

CRM & Database Management

Advertising a property through different portals

Collaborate with team members to ensure efficient workflow and effective communication

Property Management
Software Outlook
Excel, Google Drive, MS
Word, Teams
Inspection Express
REI Forms Live DocuSign
Residential Bond Board
Smoke Alarm Solution
agent site for compliance
City Council agent site for
redirections of Bills

Education

Jose C. Feliciano College
Bachelor's Degree in BS Nursing
2005 - 2009

Southern Leyte State University
Computer Science Technician
(1st yr. 2nd sem.)
2004- 2005

2019 - 2021	Customer Service Travel Consultant Online Reservation Agent
Dnata Travel Inc.	5+ Years of Experience in client support, travel planning, and lead generation
2012 - 2013	Proficient in using GDS systems (Global Distribution Systems) for travel bookings and itinerary management
Sitel Philippines	Managed high volumes of inbound and outbound calls to assist clients and resolve issues efficiently
	Acted as an appointment setter and handled lead generation to support sales pipelines
	Assisted customers with questions, concerns, and complaints with a focus on empathy and resolution
	Strong knowledge of travel industry terms, destinations, and booking procedures
	Handled leisure travel reservations including flights, accommodations, and transportation
	Designed customized travel plans based on client preferences, budgets, and schedules

2016 - 2018	Passenger Service Agent
National Aviation Services (KUWAIT)	Ensure timely Check-in of Passengers using MAX DCS
	Ensure Passengers to adhere Airline rules and regulations
	Responsible for Boarding Passengers and Docs check
	Handles lost and found admin tasks and trace baggage using World Tracer
	Doing Ramp stand and ensuring disembark and embarkation completed
	Assist Transit Passengers and ensure connecting time is met and transfer passenger's baggage accordingly

References

Mai Melgar
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Team Member
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