

Mary Joy Apolinario

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ADMINISTRATIVE SUPPORT SPECIALIST / REAL ESTATE OPERATIONS COORDINATOR / SCHEDULER / DISPATCHER / CUSTOMER SERVICE SPECIALIST / CLIENT RELATIONS ASSOCIATE / VIRTUAL ASSISTANT

CAREER SUMMARY

Highly organized and detail-oriented administrative and operations professional with a strong background in managing complex workflows, scheduling, and customer service. Skilled at utilizing a variety of digital platforms and software to streamline administrative processes, enhance communication, and ensure accurate documentation. Adept at coordinating cross-functional teams, maintaining strong client relationships, and supporting marketing efforts. Known for clear communication, critical thinking, and a proactive problem-solving approach. Committed to contributing to team efficiency and achieving organizational goals through effective operations management and administrative support.

KEY SKILLS

Operations Coordination / Workflow Management / Administrative Support / Documentation / Data Entry / Scheduling / Dispatching / Customer Service / Client Relations / Team Communication / Cross-Functional Collaboration / Social Media Management / Marketing Support / Problem-Solving / Critical Thinking / Time Management / Cross-Cultural Communication / Remote Work Adaptability / Online English Instruction / Lesson Planning

TOOLS USED

Microsoft Office (Word, Excel, PowerPoint) / Slack / Google Workspace / Canva / Jobber / WhatsApp / Google Sheets / Google Drive / Social Media Platforms / MLS Website / Ninety.io / CompanyCam / Paychex Flex / Proprietary Platforms (Internal Company Systems)

Languages: English (fluent) - Filipino (fluent) - European Portuguese (basic).

PROFESSIONAL EXPERIENCE

Operation's Coordinator (Remote), Stronger Builders LLC – USA, November 2024 – April 2025

Reported directly to Client (Daniel Moreno)

- Managed permitting processes, fee payments, and compliance tracking for new construction projects.
- Coordinated inspections and repair scheduling, supporting refinancing efforts by maintaining accurate documentation.
- Posted regular updates and promotional content on social media platforms to enhance company visibility.
- Designed marketing materials such as flyers and investor information packs to support business development.
- Created and managed real estate listings on the MLS website to attract potential buyers and investors.
- Maintained meeting records, tracked action items, and ensured stakeholder accountability.
- **Tools used:** WhatsApp, Google Sheets, Excel, Google Drive, Social Media Platforms, MLS Website, Canva

Dispatcher / Scheduler (Remote), KC Power Clean – USA, January 2025 – March 2025

Reported directly to Dispatcher / Scheduler Lead (Joel Caranglaan)

- Scheduled technician jobs and adjusted workflows to maximize resource allocation and reduce service delays.
- Communicated job progress and task completion across departments, ensuring operational transparency.
- Conducted technician audits and verified service compliance with company protocols.
- Drafted and filed pre-lien notices to ensure payment security for services rendered.

- Prepared detailed reports for customers, including before-and-after documentation of completed jobs.
- Managed administrative functions such as invoicing, documentation, and internal communication.
- **Tools used:** Slack, Ninety.io, CompanyCam, Paychex Flex, Jobber

Customer Service Representative (Remote), BAX Music – Netherlands, April 2024 – November 2024

Reported directly to Agency (Nestor Panopio)

- Provided frontline support via phone and email, addressing inquiries and concerns with professionalism and accuracy.
- Handled customer transactions, managed returns and complaints, and ensured proper documentation of each case.
- Delivered product information and after-sales support, ensuring positive customer experience.
- Maintained organized records of interactions to support future service engagements.
- **Tools used:** Proprietary platform (internal company system)

Online English Tutor (Remote), RareJob Inc. – Philippines, March 2020 – February 2024

Independent Contractor

- Delivered personalized online English instruction to students of various proficiency levels, with a focus on conversation, grammar, and pronunciation.
- Developed lesson plans and provided ongoing feedback to encourage learner progress and retention.
- Adapted teaching methods based on learner needs, cultural background, and performance trends.
- **Tools used:** Proprietary platform (internal company system)

EDUCATION

Bachelor's Degree in Secondary Education – Major in English, 2019 – 2023

Pangasinan State University (Philippines)

Completed a comprehensive curriculum in English literature, linguistics, and instructional methodology, gaining hands-on experience in lesson planning, student assessment, and content delivery tailored to diverse learners. Developed effective classroom management strategies through supervised teaching practice and actively participated in workshops on educational technologies and inclusive teaching. Graduated with strong academic performance and practical training in various educational settings.

Senior High School in Accountancy, Business, and Management, 2017 – 2019

PHINMA-University of Pangasinan (Philippines)

Studied core business disciplines such as financial accounting, marketing, and business ethics, while completing projects focused on entrepreneurship, corporate operations, and strategic planning. Gained foundational knowledge in business math, economics, and office administration. Developed strong communication and presentation skills through group work and case studies, and enhanced leadership and decision-making abilities by leading business simulations and case competitions.