



CHRISTINE DULACA

Experienced Virtual Assistant with a background in property sales, technical and customer support. Skilled in email correspondence management, calendar scheduling, data entry, client communication and crafting engaging social media content. Proven ability to coordinate tasks, maintain records, and provide exceptional customer service. Recognized for analytical skills and dedication to client satisfaction across diverse roles.

Contact

- +639943667127
- christinedulaca0@gmail.com
- www.linkedin.com/in/christine-dulaca
- Imus City, Cavite, Philippines

Education

College Diploma in Office Management with Specialization in Legal Office Management
Polytechnic University of the Philippines
S.Y. 2014-2017

High School Diploma
Bagumbayan National High School
S.Y. 2010-2014

Skills

- Good Written and Verbal Communication Skills
- Effective Organizational and Time Management Abilities
- Proficient in Project Management Tools
- Skilled in Collaboration Platforms and Virtual Communication Tools
- Meticulous Attention to Detail
- Proficient in accurately inputting and organizing data into databases or project management software.
- Proficient in Microsoft Office and Google Workspace
- Capable of Delivering Exceptional Customer and Technical Support
- Proficient in Email Handling
- Fast Learner
- Adherence to High Standards of Confidentiality
- Strong Interpersonal Skills
- Effective Troubleshooting Abilities
- Excellent Typing Proficiency
- Ability to multitask and prioritize workload effectively
- Skilled in Customer Relationship Management
- Capable in Contract Preparation.
- Skilled in creating social media content.

PROFICIENT IN UTILIZING VARIOUS TOOLS:

- Google Workspace
- Microsoft Office Suite
- DropBox
- Zendesk
- Salesforce
- Ring Central
- BambooHR
- Quickbooks
- Raken
- Asana
- ChatGPT
- Adobe Acrobat
- CapCut
- Canva
- Loom
- Notion
- Airbnb
- AirDNA
- Pricelabs
- Vrbo

PROFICIENT IN SOCIAL MEDIA PLATFORMS

- Facebook
- Instagram
- Twitter
- TikTok
- LinkedIn
- Discord
- Skype
- Slack
- Telegram
- Viber
- WhatsApp
- Zoom

Work Experience

Airbnb Operations Manager

May 13, 2024 - Current

- DulaCasa
- Managed guest bookings and inquiries across multiple platforms, including Airbnb and social media.
 - Coordinated check-ins and check-outs, ensuring a seamless guest experience.
 - Directed property maintenance and upkeep to maintain high standards of cleanliness and comfort.
 - Responded promptly to guest concerns and resolved issues to maintain positive reviews and satisfaction.
 - Implemented policies for cancellations and refunds to ensure fair and efficient management.
 - Monitored and updated property listings to optimize visibility and bookings.
 - Provided excellent customer service to create a welcoming and memorable staycation experience for guests.

Freelance Property Sales Agent

May 7, 2023 - Current

- Chavaria Realty and Services
- Manage a portfolio of properties, including residential, commercial, and/or rental properties.
 - Created engaging social media content to promote properties and attract potential buyers and tenants.
 - Coordinate property transactions, including sale, and property management agreements.
 - Prepare and present property listings, marketing materials, and property advertisements to attract potential buyers.
 - Assist clients with property inquiries, provide property tours, and address client needs and concerns throughout the transaction process.
 - Negotiate property deals, contracts, and lease agreements on behalf of clients, ensuring favorable terms and conditions.
 - Collaborate with real estate agents, brokers, lenders and other stakeholders to facilitate property transactions.
 - Coordinate property inspections, appraisals, and closing processes to ensure smooth and timely transactions.
 - Maintain accurate records, documentation, and transaction details for all properties and clients.

Virtual Assistant - Office Manager

05 November 2021- 08 August 2024

- MyOutDesk
- Efficiently manage and organize email correspondence.
 - Schedule appointments, meetings, and events on the team's calendars.
 - Send reminders and follow-ups as needed.
 - Accurately input and maintain data in spreadsheets.
 - Organize digital files, documents, and records for easy retrieval.
 - Assisted with onboarding by guiding new employees in application setup, document signing, and timely reminders.
 - Respond to inquiries via email or chat in a professional and timely manner.
 - Review employees' timecard activities to ensure accurate payroll processing.
 - Maintain clear and effective communication with team members and clients.
 - Assist in coordinating tasks and projects, ensuring deadlines are met.
 - Help track project progress and milestones.
 - Prepare documents, presentations, and reports.
 - Assist with invoicing, expense tracking, and other administrative tasks as needed.
 - Create minutes of the meeting.

Customer Satisfaction Analyst

15 June 2021 - 18 October 2021

- Ibex Global Philippines
- Conducted comprehensive analysis of customer surveys to extract valuable insights and assess overall satisfaction levels.
 - Thoroughly evaluated interactions including calls, chats, and emails involving customer advocates, identifying areas for improvement and provided actionable feedback.
 - Proactively communicated constructive feedback to both advocates and supervisors.
 - Ensured the adherence of customer service agents to best practices and protocols.
 - Engaged in regular meetings with clients to foster strong relationships, address concerns, and align customer satisfaction goals.

Subject Matter Expert

25 November 2019- 14 June 2021

- Handle escalated concerns whether be general, technical, order or shipment related.
- Support Tier 1 agents with queries on the cases they're handling by guiding them through knowledge bases they can check to properly assist their customers.
- Proofread email responses from Tier 1 agents before sending to the customers.
- Monitor long chats from Tier 1 agents and assist them if needed.

Tier 2 Technical and Customer Service Representative

06 May 2019- 22 November 2019

- Handle scheduled escalated outbound calls.
- Create JIRA tickets for bugs detected in the product, the app and the website.
- Assist and provide resolutions to the Tier 1 agents with any concerns needing a higher level of support.
- Collaborated seamlessly with Fitbit's Software Engineers for reported cases to expedite issue resolution.

Technical and Customer Service Representative

22 January 2018 - 03 May 2019

- Professionally handled a high volume of customer inquiries via phone, chat, and email for Fitbit.
- Effectively addressed customer inquiries pertaining to their account status, order placement, and shipment progress, ensuring clarity and timely updates.
- Proficiently assisted customers in diagnosing and troubleshooting their Fitbit devices, particularly concerning synchronization, accuracy, battery performance and other website-related inquiries.
- Guided customers through the Fitbit app's interface, offering step-by-step assistance in product activation and efficiently resolving any app-related concerns using designated test accounts/devices.

Recognition:

- 2019 YTD Top Chat and Email Customer Representative
- Top 10 in Customer Satisfaction Awarded

Technical and Customer Service Representative

23 June 2017- 10 October 2017

- FIS Global Solutions
- Provided prompt and accurate solutions to issues related to Sprint Corporation services, plans, and devices.
 - Effectively troubleshoot technical problems with mobile devices, data connections, network coverage, and application functionality, ensuring seamless customer experiences.
 - Navigate complex customer accounts, billing statements, and payment histories to address billing inquiries, payment discrepancies, and plan changes accurately.