



# Florence Anne Codilan

Executive Admin | Property Management VA

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## Profile

Highly effective and experienced Administrative Assistant with extensive knowledge of the general office procedures, e-commerce, property management and customer support required to effectively assist in a virtual workforce.

With a **keen eye for detail and a commitment to delivering high-quality work**, I am adept at managing a wide range of tasks and responsibilities to help streamline operations and increase productivity.

## Work Experience

### Airbnb Virtual Assistant (Part- time)

*J Squared Properties*

APR 2024 to DEC 2024

- Managed 12 serviced accommodation properties using a Channel Management Software
- Maintained up-to-date information of the company's product offerings, pricing structures, promotional strategies and internal policies to ensure the delivery of precise and relevant information to guests.
- Coordinated closely with housekeeping teams to ensure rooms were prepared according to standards.
- Proactively address potential challenges by anticipating common guest concerns.
- Streamlined check-in processes for improved efficiency and reduced waiting times for guests.
- Ensure the visibility of properties across multiple online platforms, including Airbnb, Booking.com and VRBO to maximise occupancy rates and attract a diverse range of guests.
- Maintained exceptional communication with guests, ensuring their needs were met in a timely manner.
- Handled customer complaints to satisfy and retain guests.

## Genuis U Profile

- Steel Genius  
<https://bit.ly/3UOf9Wb>

## SKILLS

- HR Admin Support
- Virtual Assistance
- Property Management
- Deal Sourcing
- Serviced Accommodation
- Customer Service
- Email Management
- Inbox Management
- Calendar Scheduling



## Property Management Virtual Assistant

S& R Ltd

SEPT 2023 to AUG 2024

- Offer administrative support to the clients, encompassing email management, appointment scheduling, and calendar organization.
- Maintain a well-organized calendar for appointments and deadlines.
- Proficiency in using property management software for tracking property market values, analyzing rental income, and etc.
- Creating Landlord Letters to be mail merged to Licence Holders.
- Deal sourced properties for Rent 2 SA using Property Filter and other tools needed
- Coordinates with Landlord through Open Rent in scheduling viewings.
- Analyses market data through Pricelabs.

## HR Admin Assistant

Safe Support Ventures

OCT 2023 to AUG 2024

- Maintain accurate and up-to-date employee records.
- Process new staff hire files. Collect and organize new hire documents, including Application Forms, Interview Notes, and other documents
- Prepare and manage HR documents: Draft letters, reports, and other HR-related documents.
- Perform other administrative tasks as assigned.

## Property Management Virtual Assistant

DT Living

SEPT 2022 to AUG 2023

- Provide administrative assistance to the Directors, including handling emails, scheduling appointments, and managing calendars.
- Assist in maintaining property databases, tracking records and payments, and updating property information.
- Organize and manage property-related documents and files in a secure and accessible manner.

## Tools and Platforms

### Communication Tools

- WhatsApp
- Slack
- Skype
- Microsoft Teams

### Project Management Tools

- Property Filter
- Property Market
- Rightmove
- Zoopla
- OpenRent
- Spareroom
- LACRM
- Arthur Online
- NRLA
- Airdna
- Dialpad

### Channel Management System

- Eviivo
- Amenitiz
- Guesty
- Airbnb
- Booking.com
- Pricelabs
- Tokeet
- YCS Agoda

### Other Tools

- Microsoft Office
- Canva
- Capcut
- GSuite
- Notion
- Xero

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## Administrative and Marketing Assistant

OCT 2021- APR 2022

WebPower USA LLC

- WebPower USA LLC is a digital marketing agency located in Los Angeles California that is able to integrate and use the latest techniques to take your marketing to the next level. Whether it's about Social Media Management, Search Engine Optimisation (SEO), or web development.
- Responsible for creating and interpreting a variety of reports, reaching out to customers, partners, and vendors when needed.
- Handles marketing projects and other office duties. Provides support to the team by performing tasks related to organization payroll.

## Front Office Specialist

JUN 2015- FEB 2022

Hotel XYZ

- XYZ Corporation operates a variety of hotels, from charming bed-and-breakfasts catering to budget-conscious travelers looking for a 'home away from home' to stylish urban boutique hotels featuring elegant decor and a wide range of amenities, ideal for both business and leisure guests.
- Tasked with supervising the front office team, ensuring guests receive prompt, efficient, and courteous service.
- Manages the daily operations of the front office while upholding high standards of customer service and satisfaction.
- Promotes the hotel properties on Online Travel Agencies (OTAs) such as Booking.com, Agoda, and Expedia.
- Responsible for providing exceptional customer service to guests while they check in and out of the hotel
- Assists guests with any questions or requests they may have and ensure that their stay is a pleasant and comfortable one
- Receives inbound and outbound calls.

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## Courses

- **Executive Assistant Basics by Mia Juan**

March 2025

- **Lead Generation at Campo Ambisyosa**

January 2023

- **Amazon Seller Account Management at Your VA Buddy**

October 2022

- **Amazon Product Sourcing Masterclass at Filam VA**

September 2022