



ALISA MARI JAEN

HOSPITALITY & STR/MTR OPERATIONS | EXECUTIVE VIRTUAL ASSISTANT

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8+ Years Experience	100%	US Market Focus	STR/MTR
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ABOUT ME

VA & property ops specialist with 8+ years working with US-based Airbnb hosts, STR & MTR investors, and hospitality companies. Based in the Philippines, available across US time zones.

CORE SKILLS

- Airbnb Operations & Claims
- STR/MTR Property Management
- Executive & Admin Support
- Guest Relations & Communication
- OTA Account Management
- Lease Preparation & Documentation
- Tenant Screening & Pre-qualification
- Mid-Term Tenant Management
- New Unit Setup Management
- Supply & Ordering Management
- Sales & Marketing Support
- Lead Generation
- Social Media Management
- Calendar Management
- Events & Banquet Coordination

TOOLS & TECHNOLOGY

- PMS/STR:** iGMS · Guesty · SuiteOps
- Pricing:** Pricelabs ·
- OTAs:** Airbnb · Booking.com · Expedia, etc.
- Proj Mgmt:** Monday.com , Trello , Slacks
- Office:** MS Office · Google Workspace
- Comms:** Slack · Outlook · Teams
- AI Tools:** Claude · ChatGPT
- Creative:** Canva · CapCut

EDUCATION

BS Tourism Management
Univ. of St. La Salle, Bacolod City
2013 – 2018

PROFESSIONAL SUMMARY

Results-driven Hospitality & Property Operations professional with **8+ years** of combined on-site and remote experience supporting US-based clients in Airbnb, STR, MTR, and real estate. Proven Executive/Operations Assistant with direct C-suite support, guest communication, end-to-end Airbnb listings & claims, new unit setup, supply management, leasing coordination, and full mid-term tenant lifecycle management. Highly organized, self-motivated, and effective across time zones.

PROFESSIONAL EXPERIENCE

Executive & Operations Assistant— *US Client, Short-Term Rental Company*

September 2024 – March 2026

- Direct assistant to CEO; managed executive tasks and day-to-day operational priorities
- Oversaw guest management for US-based STR properties; maintained high satisfaction scores
- End-to-end Airbnb listing management: availability optimization and content updates
- Handled Airbnb claims & dispute resolutions to protect host revenue
- Led new unit setup management — onboarded properties from initial setup through launch
- Managed ordering & supply management ensuring all units were fully guest-ready
- Prepared lease documentation and managed full leasing coordination and move-in/move-out

Property Manager — Mid-Term Rentals— *Midterm Rental Company (US Market)*

August 2024 – April 2025

- Marketed MTR properties on Furnished Finders and Airbnb to maximize occupancy
- Submitted properties to insurance companies for corporate housing placement programs
- Coordinated with insurance adjusters to place displaced policyholders into MTR units
- Worked with relocation specialists and corporate housing companies to secure mid-term placements
- Conducted tenant screening: application review, background checks, and pre-qualification
- Prepared and processed lease agreements and all related tenancy documentation
- Managed mid-term tenant relations throughout lease lifecycle, resolving issues proactively
- Managed operations via iGMS PMS; guest/tenant communication and conflict resolution
- Optimized Pricelabs dynamic pricing; managed social media and calendar scheduling

Airbnb Property Analyst— *Redwood Capital LLC*

April 2024 – March 2025

- Conducted market research using AirDNA and STR data analysis to identify high-yield opportunities
- Researched STR regulations/laws across US markets; generated leads for arbitrage
- Performed revenue calculations and ROI analysis to support investment decisions

Reservation Officer / Sales & Marketing— *Hue Hotels and Resorts Boracay*

April 2022 – September 2024

- Managed all hotel reservations, amendments, and cancellations for high-volume resort
- Coordinated with local & international travel agencies to drive group bookings
- Managed OTA accounts (Booking.com, Expedia, Airbnb) — optimized listings & responded to inquiries
- Prepared booking quotations; attended sales meetings and marketing initiatives

WHAT I BRING

Reliability

Consistent, on-time, always accountable

Communication

Clear, professional, client-first

Tech Fluency

Fast learner on all PM & OTA platforms

Problem Solving

Resolves guest & ops issues quickly

Adaptability

Works seamlessly across US time zones

Detail-Oriented

Zero-error approach to listings & data

Initiative

AVAILABILITY

Proactive – identifies issues before they arise

- Full-time Remote
- US Time Zones (flexible)
- Immediate Start Available

LANGUAGES

- English — Fluent
- Filipino — Native

CONTACT

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Email: alisamarijaen@gmail.com

Location: Philippines (Remote)

PROFESSIONAL EXPERIENCE (CONTINUED)

Real Estate Virtual Assistant – *Homeseller Cashoffer (US Client)*

August 2021 – March 2022

- Generated qualified seller leads through strategic cold calling campaigns
- Pre-qualified leads based on motivation, timeline, and property criteria
- Managed CRM data entry and appointment setting for the acquisitions team

Front Office Associate / Reservations & Banquet Coordinator

Hue Hotels and Resorts Boracay

August 2019 – October 2021

- Transitioned from Front Office operations into full Events & Banquet Coordination
- Coordinated events for corporate clients, government agencies, and group tour operators
- Managed group rooming lists, F&B arrangements, AV, and full event lifecycle
- Delivered front desk operations: check-in, check-out, reservations, and night audit

Front Desk Receptionist & Reservation Officer

Lakawon Island Resorts and Spa

June 2018 – July 2019

- Managed guest-facing front desk including room allocations and activity coordination
- Handled transportation arrangements and OTA/social media account management

KEY HIGHLIGHTS

8+ Years

Combined on-site & remote experience

US Market Expert

All clients US-based businesses

Full-Cycle STR & MTR

Listing setup to guest checkout

Multi-Platform

Airbnb, iGMS, Guesty, SuiteOps

AI-Powered

Claude & ChatGPT for efficiency

WHY WORK WITH ME

PROVEN US MARKET EXPERIENCE: 8+ years both onsite and remote exclusively supporting US-based Airbnb hosts, STR investors, and hospitality businesses — with deep knowledge of the market, the tools, and client expectations.

FULL-CYCLE STR & MTR EXPERTISE: From onboarding new units and managing listings, to tenant screening, lease preparation, mid-term tenant management, supply ordering, and claims — covering every aspect of property operations.

TECH-FORWARD & AI-ASSISTED: Proficient in iGMS, Guesty, SuiteOps, Pricelabs, and Monday.com; leverages Claude & ChatGPT to work faster and smarter.

RELIABLE, RESPONSIVE & REMOTE-READY: Available across all US timezones with a strong track record of dependable, professional remote work for demanding clients.

Ready to bring dedication, expertise & a client-first mindset to your team. Let's connect!