PERCIVAL LASTRELLA

REAL ESTATE & PROPERTY MANAGEMENT VIRTUAL ASSISTANT | ADMINISTRATIVE SUPPORT | CUSTOMER SERVICE | RESERVATIONS | SALES SUPPORT

PROFESSIONAL SUMMARY

Professional customer service, hospitality, reservations, sales, and client relations specialist with 20+ years of experience in hotel operations, cruise-line front office, and the timeshare industry. Experienced in handling customer concerns, reservations and bookings, client follow-up, sales support, administrative coordination, and professional communication. Currently transitioning into remote Virtual Assistant work with a focus on Real Estate and Property Management. Brings a strong service mindset, attention to detail, problem-solving ability, and experience supporting clients and members throughout their customer journey.

CORE COMPETENCIES

- Real Estate & Property Management Support
- Virtual Assistance
- Client Relations
- Reservations & Booking Management
- Appointment Scheduling
- Data Entry
- Calendar Management
- Customer Relationship Management
- Problem Solving
- Spreadsheet & Database Updating
- Professional Communication
- Administrative Support
- Customer Service
- Tenant & Guest Communication
- Lead Follow-Up
- Email & Chat Support
- Record Keeping
- Sales Support
- Complaint Resolution
- Internet Research
- Administrative Coordination
- Time Management

PROFESSIONAL EXPERIENCE

SENIOR SALES REPRESENTATIVE

Astoria Plaza Hotel & Resorts / Timeshare Company | 2012 – 2026

- Present and explain timeshare membership opportunities to prospective clients.
- Handle member inquiries, concerns, service requests, bookings, and reservations.
- Build and maintain professional relationships with members and customers.
- Conduct customer follow-ups and provide ongoing assistance throughout the membership experience.
- Coordinate customer requests and work with internal departments to address concerns and booking requirements.
- Maintain accurate customer and membership information while managing multiple requests.
- Provide sales and administrative support while maintaining a professional, customer-focused approach.

FRONT OFFICE RECEPTIONIST

Cruise Line | 2009 – 2012

- Provided front office and guest-relations support to international guests.
- Handled guest inquiries, concerns, requests, check-in and check-out procedures.
- Managed room assignments and assisted with reservations and booking-related requests.
- Coordinated with other departments to address guest requirements and resolve concerns.
- Maintained professional communication while handling multiple guest requests.

FRONT OFFICE RECEPTIONIST

The Manila Hotel | 2003 – 2008

- Handled guest inquiries, concerns, and service requests.
- Assisted guests with check-in and check-out procedures and room assignments.
- Assisted with reservations and booking requests while maintaining accurate guest information.

- Coordinated with hotel departments to address guest requirements.
- Provided professional front office and customer service support.

EDUCATION

Philippine Women's University (PWU) — Bachelor of Science in Hotel and Restaurant Management (BSHRM)

TARGET ROLES

Real Estate Virtual Assistant | Property Management Virtual Assistant | Administrative Virtual Assistant | Customer Service Virtual Assistant | Reservations Specialist | Sales Support Specialist | Client Relations Assistant

PROFESSIONAL STRENGTHS

Reliable and professional work ethic; strong customer-service orientation; effective written and verbal communication; comfortable handling customer concerns and follow-ups; adaptable and willing to learn new tools, systems, and processes; experienced in working with international guests and customers.