RHEA JANE A. QUINTANO

Cavite, Philippines

PROFESSIONAL SUMMARY

Highly organized and detail-oriented administrative professional with hands-on experience in administrative operations. Proven ability to manage schedules, maintain records, coordinate communications, and support daily business operations. Committed to improving operational efficiency while delivering excellent service to clients and internal teams.

KEY SKILLS

- Executive & Administrative Support
- Critical Thinking & Problem Solving
- Calendar & Schedule Management
- Customer Service & Front Desk Operations
- Social Media Marketing
- Real Estate & Virtual Assistant Tasks
- Verbal & Written Communication
- Microsoft Office & CRM Tools

PROFESSIONAL EXPERIENCE

Administrative Sales

Klea Learning Hub (Remote) – Singapore

February 2025 – June 2026

- Managed tasks and team workflows using Trello.
- Handled calendar management, scheduling meetings and appointments.
- Monitored and responded to company emails.
- Assisted with invoicing and expense tracking using QuickBooks and Stripe.
- Provided customer support and resolved client concerns.
- Supported sales tracking and client follow-ups.
- Performed general administrative support.

Virtual Assistant – Part time

PU Prime/Primeverse (Remote) – Ontario, Canada

January 2026 – up to present

- Monitor and consolidate all escalated support issues received from the team in a timely manner.
- Review, organize, and compile all relevant information before forwarding to the Manager, ensuring that only critical and actionable details are communicated.
- Identify and prioritize urgent concerns, and escalate them promptly to the Manager without delay.
- Coordinate with designated points of contact (e.g., team leads or supervisors) for matters related to internal processes or specific programs, as applicable.
- Develop a strong understanding of the operational ecosystem to effectively assess, filter, and determine which issues require escalation.
- Maintain clear documentation and tracking of all escalations, including status updates and resolutions.
- Act as a central point for team concerns, ensuring proper follow-through and alignment with management directives.

Administrative Assistant

ABIC Realty & Consultancy Corporation – Makati City

June 2024 – February 2025

- Managed daily office schedules and operations.
- Coordinated with external partners and service providers.
- Assisted with HR functions and onboarding.
- Maintained employee and administrative records.
- Provided executive support to the CEO by managing his schedules, and official documents.
- Oversaw office administration and workflow coordination.

Freelance Real Estate Agent

Azure Urban Resort and Residences – Parañaque City

July 2020 – August 2026

- Managed client inquiries through Facebook, Airbnb, Booking.com, and Messenger.
- Assisted clients with long-term condominium rentals and leasing.
- Managed Meta Business Suite, including page management and customer messages.
- Created and monitored Meta Ads to generate leads and promote property listings.
- Maintained booking calendars and coordinated with property owners and service providers.
- Negotiated rental terms and assisted with property sales.
- Prepared and updated property listings across multiple platforms.
- Handled administrative tasks, including documentation, scheduling, and record-keeping.

- Resolved guest and tenant concerns with prompt and professional service.
- Strengthened skills in customer service, sales, lead generation, digital marketing, communication, organization, and multitasking.

EDUCATION

Bachelor of Science in Travel and Tourism Management

Lyceum of the Philippines University – Cavite | 2020 – 2024

Magna Cum Laude | Dean's Lister (2020–2024)

CERTIFICATIONS & AWARDS

- People Expert Award – ABIC Realty
- Freelance Academy – VA Training (15-hour Social Media)
- Freelance Academy – VA Training (9-hour Real Estate Course)