



CYRUS CRUZ

Customer Service

PROFESSIONAL SUMMARY

Results-driven Virtual Assistant with hands-on experience in Airbnb property management, guest communication, and reservation handling. Skilled in managing short-term rental operations using industry tools and platforms. Known for delivering excellent guest experiences, resolving issues efficiently, and supporting smooth day-to-day property operations.

CORE STRENGTHS

- Airbnb & Short-Term Rental Management
- Guest Communication (Phone, Email, Chat)
- Booking & Reservation Management
- Calendar & Listing Management
- Customer Support & Issue Resolution
- Property Coordination (Cleaning & Maintenance)
- CRM & Administrative Support

CONTACT DETAILS:

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EMPLOYMENT HISTORY

Hostgenius Inc.

VIRTUAL ASSISTANT / AIRBNB PROPERTY MANAGEMENT SUPPORT - FEBRUARY 2022 - 2026

- Managed guest communication across Airbnb, Booking.com, and VRBO
- Handled bookings, cancellations, refunds, and special requests using Hostaway
- Coordinated cleaning and maintenance schedules using Enso and Conduit
- Monitored listings, pricing, and availability to maximize occupancy
- Resolved guest concerns while maintaining high ratings and satisfaction
- Supported daily operations for multiple short-term rental properties

Balsam Hill

CUSTOMER SERVICE ASSOCIATE (SEASONAL ACCOUNT) NOVEMBER 2021 - JANUARY 2022

- Delivered customer support for orders, returns, and product inquiries
- Maintained accuracy and efficiency during peak holiday season
- Provided timely resolution through phone, email, and chat channels

Alorica

CUSTOMER SERVICE REPRESENTATIVE (T-MOBILE ACCOUNT) MARCH 2020 - JANUARY 2021

- Assisted customers with billing, technical, and account-related concerns
- Managed high call volumes while maintaining service quality
- Documented interactions and ensured issue resolution

ACADEMIC HISTORY

**Bachelor of Science in Respiratory Therapy
Far Eastern University (FEU)**

- Completed academic coursework in respiratory care and pulmonary health
- Studied patient assessment, respiratory therapy procedures, and clinical care principles
- Trained in hospital-based respiratory support and patient management fundamentals
- Gained foundational knowledge in healthcare systems and medical equipment handling

TOOLS & PLATFORMS

- Hostaway, Airbnb, Booking.com, VRBO, Zendesk, Enso, Conduit, Canva, Freshdesk, HubSpot CRM, Google Workspace (Gmail, Docs, Sheets, Calendar), Microsoft Office (Word, Excel, Outlook), Slack, Zoom, RingCentral