



Mark Aries Tan

CSSWWB

About me

Detail-oriented Virtual Assistant specializing in end-to-end property management support. I excel at streamlining operations—from managing high-volume tenant inquiries and lease processing to coordinating maintenance schedules and ensuring rent collection stays on track.

Work experience

Virtual Assistant

Property Management | January 2024 - Present

- Tenant and lead management.
- Administrative and technical skills.
- Maintenance and vendor coordination.
- Financial administration.

Training Supervisor

Asurion | October 2020 - May 2026

- Coaching and performance management.
- Technical proficiency.
- Curriculum and instructional design.

Operation Supervisor

Eperformax | May 2018 - October 2020

- Coaching and performance management.
- Handling escalation calls.

Operation Supervisor

Acquire BPO | May 2016 - May 2018

- Coaching and performance management.
- Handling escalation calls.

Academic data

Lyceum of the Philippines University - Batangas

Associate in Hotel and Restaurant Administration | 2009 - 2011

University of Batangas

High School Education | 2003 - 2009

University of Batangas

Elementary Education | 2003 - 2009

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Batangas City, Batangas PH

Languages

English

Skills

Good communication skills, management of large teams, problem-solving skills, proficiency, commercial mindset, and agility in delivering results

. I have experience in navigating AIRBNB website and Guesty due to my experience as property manager.