



# DIANA A. ACEBEDO

## Vacation Rental Specialist

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### PERSONAL PROFILE

Highly organized and tech-savvy Virtual Assistant specializing in vacation rental management. Proven track record in guest communications, listing optimization, calendar management, and operational coordination. Skilled at creating seamless guest experiences, resolving issues quickly, and ensuring properties are maintained to the highest standard.

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### CONTACT

+639271423833  
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### EXPERTISE

Property Management  
Guest Communication  
Disputes and Claims  
Vendor Coordination

### SOFTWARE KNOWLEDGE

OwnerRez  
Hospitable  
Hostaway  
StreamLine  
PriceLabs  
Asana  
Monday.com  
Click-up  
Turno  
Breezeway  
Google Suite  
Microsoft Programs

### PERSONAL SKILLS

Tech Savvy  
Team Training  
Communication  
Problem Solving  
Leadership

### WORK EXPERIENCE

#### PROPERTY MANAGER

*Outpost Alaska | June 2024- May 2025*

- Optimize listings and update property details to give accurate information
- Handle guest communication
- Coordinate cleaning and maintenance tasks with vendors
- Create invoices for property expenses

#### STR VIRTUAL ASSISTANT (PART-TIME)

*PetLet | February 2022- May 2025*

- Handle disputes and claims
- Optimize listings' ranking
- Solve and fix OTAs' errors and issues

#### AIRBNB TIER 2 RESOLUTIONS AMBASSADOR

*Airbnb | August 2020 - October 2021*

- Provide support to both host and guest via email, chat, and phone
  - Manage resolution requests for reservations
  - Handle complaints, disputes, and claims.
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### EDUCATION

#### LICENSED PROFESSIONAL TEACHER

*Professional Regulation Commission | May 2013 - April 2027*

#### BS SECONDARY EDUCATION MAJOR IN ENGLISH

*Colegio De San Gabriel Arcangel | 2007-2011*

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