



CONTACT

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Address

Unit 520 Anahaw Bldg Acacia Estates
Taguig

EDUCATION

2000

BS Accountancy

Olivarez College

1995

Computer Programming

STI-Edsa

SKILLS

- Leadership
- Problem Solving, Planning
- Delegation, Flexibility
- Negotiation, Critical Thinking
- Communication
- Teamwork, Creativity

LANGUAGE

English

ELEANOR SANCHO

ASSISTANT PROPERTY MANAGER / BOOKKEEPER

Results-driven and detail-oriented professional with over 10 years of experience in accounting and administrative support, 6+ years in virtual assistance, and extensive experience in bookkeeping, customer service, team management, and property management. Skilled in accounts payable, financial recordkeeping, data management, lead generation, and business operations. Proficient in QuickBooks Online, AppFolio, Guesty, Microsoft Excel, and Google Workspace. Recognized for strong organizational skills, adaptability, problem-solving abilities, and the capacity to manage multiple responsibilities independently. Committed to delivering accurate, efficient, and high-quality work while contributing to business growth and long-term organizational success.

EXPERIENCE

August 14, 2024 - Sept 8, 2026

Northpoint Asset Management Marketing Specialist

- Create and maintain property listings across platforms such as Zillow, Apartments.com, Trulia, Realtor.com, and company websites.
- Audit listings for accuracy, including rent, availability, bedrooms, bathrooms, square footage, amenities, and property descriptions.
- Upload and organize property photos, including selecting appropriate hero images.
- Research comparable properties and rental rates in the market.
- Compare pricing, amenities, property condition, and days on market.
- Monitor properties with extended 45+ or 90+ days on market and recommend marketing or pricing strategies.
- Monitor incoming rental inquiries from listing platforms and other lead sources.
- Respond promptly to prospective tenants.
- Lead and support marketing/leasing team members.
- Assign daily tasks and monitor completion.
- Review team performance and KPIs.
- Work closely with property managers, leasing agents, owners, and maintenance teams.

November 2021-July 2024

Airbnb - Assistant Property Manager

- Managed day-to-day operations for multiple Airbnb units, ensuring all guest needs, turnovers, and maintenance needs were handled seamlessly.
- Responded to guest inquiries, resolved concerns, and coordinated last-minute booking requests with speed and professionalism.
- Monitored upcoming check-ins and check-outs, ensuring units were prepared, cleaned, and inspected on time.
- Coordinated with cleaning teams, maintenance providers, and contractors for repairs, replacements, and general upkeep.
- Inspected units regularly to ensure cleanliness, inventory accuracy, and operational readiness.
- Managed inventory of amenities, supplies, linens, and consumables, performing weekly restocking.
- Updated and optimized property listings, pricing, and descriptions to improve occupancy and ranking.
- Monitored guest reviews, responded professionally, and implemented improvement actions based on feedback.
- Prepared weekly and monthly operational reports for management on occupancy, issues, and guest satisfaction.

August 2019 - Oct 2021

Generation Property Management (Accounts Payable)

- Review and verify invoices for accuracy, proper approval, and supporting documents.
- Record vendor bills in the accounting system (e.g., QuickBooks).
- Match invoices with purchase orders and receipts (three-way matching).
- Process payments to vendors through checks, bank transfers, or online payments.
- Maintain vendor records and update payment details when necessary.
- Monitor due dates to ensure payments are made on time and avoid penalties.
- Reconcile vendor statements and resolve discrepancies.
- Track and report outstanding payables and aging balances.
- Coordinate with vendors and internal departments regarding billing issues or payment status.
- Assist in month-end closing and prepare accounts payable reports.

June 2018 – July 2019

ST LAW OFFICE LLC Legal Assistant/Appointment setter

- Handled scheduling of client consultations, attorney appointments, and court schedules.
- Collected necessary case information from clients and prepared documentation for attorney review.
- Managed phone calls, emails, and online inquiries related to legal services and appointment bookings.
- Assisted with billing, invoice preparation, and tracking of hours worked on client matters.
- Organized legal files, maintained confidentiality, and performed administrative support tasks.
- Ensured smooth communication between clients and legal teams.

November 2016 – May 2018

Telus International Philippines Team Manager

- Lead and motivate sales representatives toward daily, weekly, and monthly targets.
- Set clear expectations and communicate sales goals, campaigns, and business priorities.
- Conduct team huddles, coaching sessions, and performance reviews.
- Monitor KPIs such as sales conversion, revenue, sales attainment, average handle time, productivity, quality, attendance, and customer satisfaction
- Conduct regular one-on-one coaching based on actual performance data.
- Review calls or customer interactions to identify strengths and areas for improvement.
- Coach sales techniques such as probing, objection handling, closing, upselling, and building customer rapport.
- Track progress toward daily, weekly, and monthly sales quotas.
- Identify barriers preventing the team from reaching targets.
- Ensure sales representatives follow company policies, scripts, processes, and compliance requirements
- Prepare daily, weekly, and monthly performance reports.
- Monitor attendance, punctuality, schedule adherence, and productivity.

Sept. 2014 – Oct 2016

Concentrix (Google) Team Manager

- Lead and motivate customer service representatives.
- Set daily, weekly, and monthly performance expectations.
- Conduct team huddles and communicate company updates, policies, and goals.
- Conduct regular one-on-one coaching sessions.
- Review calls, chats, or tickets to identify coaching opportunities.
- Coach agents on communication, empathy, active listening, problem-solving, and de-escalation.
- Monitor KPIs such as:
 - Customer Satisfaction (CSAT)
 - Quality Score
 - First Contact Resolution (FCR)
 - Average Handle Time (AHT)
 - Service Level
- Prepare daily, weekly, and monthly performance reports.

May 1996 – Sept. 2014

TELEXPRESS INC ACCOUNTING ASSISTANT/ BOOKKEEPER

- Recorded daily financial transactions including sales, purchases, receipts, and payments.
- Performed bank reconciliations and resolved discrepancies.
- Prepared payroll computations, including overtime, deductions, and salary adjustments.
- Maintained ledgers, journal entries, and financial audit documentation.
- Assisted with tax preparation, vendor payments, invoices, and monthly financial reports.
- Coordinated with auditors and ensured compliance with accounting standards.

REFERENCE

Leo Alicarte Operation Manager

HCL

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Barbara Julkunen Operation Manager

Northpoint Asset Mgmt

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