MARK JOSEPH PARIS

CAR RENTAL VIRTUAL ASSISTANT | OPERATIONS & ADMINISTRATIVE SUPPORT

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Adaptable Operations & Administrative Virtual Assistant with a strong background in customer success, CRM tracking, sales, and business support. Experienced in coordinating daily schedules, keeping accurate operational logs, and delivering prompt, high-quality customer service.
Actively expanding expertise in Car Rental Operations—specializing in managing end-to-end booking funnels, tracking fleet logistics and availability, coordinating routine maintenance schedules, handling client inquiries, and maintaining clean financial and operational data in Google Sheets.
Driven to support growing car rental companies, auto dispatch services, and fleet managers by keeping bookings organized, communication smooth, and back-office operations running efficiently.

SKILLS

- Fleet Operations Support
- Car Rental System Fundamentals
- Vehicle Listing & Fleet Management
- Reservation Processing & Booking Tracking
- Inventory Monitoring
- Customer Service & Email Support
- CRM Management
- Data Entry & Data Management
- Social Media Management
- Sales & Lead Management
- SOP Documentation
- Administrative Support
- Customer Inquiry & Rental Support
- Agreement Processing & Contract Management
- Vehicle Maintenance & Availability Tracking
- Rental Pricing & Rate Management

TOOLS OF EXPERTISE

GoHigh Level
Rent Centric
Notion
Slack
Google Workspace
Intelius
Meta Business Suite
Google Business Suite
Planoly
facebook ADS Manager
Intuit Quick Books
Bouncie
Capcut
Canva
Sejda
Apollo.io

KEY ACHIEVEMENTS

- Fleet Utilization Growth: Scaled daily vehicle usage from 10 to 20 out of 28 available cars through targeted promotional strategies and operational alignment.
- Long-Term Revenue Securing: Locked in high-value, long-term renters to guarantee steady recurring revenue and build lasting client relationships.
- Risk & Delinquency Reduction: Minimized delinquent accounts and payment defaults by consistently following standard operating procedures (SOPs) and maintaining accurate administrative records.

PROFESSIONAL EXPERIENCE

DCAS Architecture and Construction - Site checker (Philippines) **February 2023- October 2023**

- Monitored, tracked, and managed on-site construction inventory and materials, ensuring accurate stock levels, proper storage, and minimal waste or loss.
- Oversaw material deliveries directly on-site, inspecting incoming architectural and construction supplies against purchase orders and packing lists to verify quality, quantity, and compliance.
- Handled accurate timekeeping, attendance logging, and payroll processing for skilled and general labor workers, ensuring timely and correct compensation according to company standards.
- Maintained daily operational logs, delivery receipts, and inventory records to support project transparency and streamline communication between field workers and the administrative office.

ASAP Car Rental Company - (AUSTRALIA BASED) **Jan 2024 - April 2025**

- Developed and launched targeted promotional campaigns for seasonal offers, new branch locations, and fleet upgrades, successfully driving customer bookings and boosting overall brand visibility.
- Partnered closely with operations teams to sync marketing initiatives with real-time fleet availability and location performance, optimizing vehicle utilization and inventory flow.
- Analyzed market trends and customer behavior data to uncover growth opportunities, refining promotional strategies to maximize campaign ROI and customer acquisition.

PRIME CHOICE CAR RENTAL - (RICHMOND, VA, USA) **April 2025- June 2026**

- Managed end-to-end invoicing workflows, ensuring billing accuracy, timely payment processing, and proper record-keeping.
- Drafted, reviewed, and processed rental agreements while managing all associated documentation to ensure complete compliance.
- Handled and verified insurance documents and related paperwork for rental contracts to mitigate risk and maintain compliance standards.
- Acted as the primary point of contact for customer inquiries, delivering prompt, professional, and effective service across communication channels.
- Managed incoming leads through the sales pipeline, nurturing prospective clients and converting them into paying customers.
- Maintained and organized the CRM system to ensure accurate customer records, clean data management, and streamlined internal tracking.
- Monitored and managed sales funnels and operational pipelines to track lead progress and support business growth.

EDUCATION

Civil Engineering **Aug 2018 - Oct 2024**

Virgen Milagrosa University

- Major in Civil Engineering.

ADDITIONAL INFORMATION

- **Languages:** English, Filipino
- **Certifications:** Civil Service Passer (Professional Level) (Philippines)