SHAYNE ELSBETH LETABA

Finance & Accounts Support | Short-Term Rental Operations | Guest Experience | Customer Support

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PROFESSIONAL EXPERIENCE

Finance & Accounts Assistant **February 2026 - October 2026**
Switch Solutions / Coastal Letting Group via Cloudstaff

- Managed daily payment transactions and reconciled bank feeds across multiple short-term rental businesses, supporting accurate financial records.
- Processed owner and guest invoices, ensuring timely and accurate billing.
- Handled financial transactions and payment pre-authorizations while maintaining accurate transaction records.
- Monitored payment records and account information, maintaining accuracy and consistency in daily finance operations.

Onboarding Assistant **April 2025 - February 2026**
Switch Solutions / Coastal Letting Group

- Managed the onboarding of property listings across Airbnb, Booking.com, Expedia, and other online travel agencies (OTAs), supporting timely property activation.
- Created and updated property listings, ensuring accurate descriptions and information across booking platforms.
- Optimized property listings to improve online visibility and support booking opportunities.
- Coordinated onboarding requirements and listing details, ensuring accurate information and timely completion of setup processes.
- Maintained organized onboarding records and monitored listing progress to support efficient operations.

Holiday Property Support **June 2024 - February 2025**
Switch Solutions / Coastal Letting Group via Platintel

- Managed guest inquiries and requests across email and online travel agency platforms, ensuring timely communication and appropriate resolution.
- Processed guest payments and handled sensitive information, including credit card details and identification, while maintaining confidentiality.
- Managed reservations, cancellations, and booking modifications through the property management system, maintaining accurate reservation records.
- Coordinated with housekeeping and maintenance departments to address guest requests and support smooth property operations.
- Responded to guest feedback and online reviews, communicating relevant concerns to the appropriate departments.
- Arranged maintenance trades and coordinated related charges to apartment accounts and property owners, supporting property upkeep and accurate expense handling.

Travel Consultant **April 2023 - November 2023**
IGT Solutions

- Assisted passengers with new flight bookings, reservation changes, and modifications, ensuring accurate processing of travel requests.
- Responded to general travel inquiries and frequent flyer program concerns, providing relevant information and customer assistance.
- Provided chat-based support to address passenger concerns and facilitate timely resolution of booking-related requests.

Market Research Interviewer **January 2022 - July 2022**
Dynata

- Conducted market research surveys covering customer satisfaction and political research across different regions.
- Collected and recorded survey responses accurately, supporting reliable research data.
- Communicated survey questions clearly and professionally to encourage accurate and complete responses.

Customer Care Representative **November 2021 - January 2022**
Vessi

- Managed customer inquiries through an email ticketing system, providing assistance with product and order-related concerns.
- Processed new orders, order modifications, and replacement requests through Shopify, ensuring accurate order handling.
- Verified order details and stock availability using Microsoft Excel, supporting accurate order processing.
- Coordinated with warehouse teams regarding customer orders and fulfillment concerns to support timely resolution.

Customer Service Representative **November 2020 - October 2021**
PGI

- Assisted members with account activation and account-related inquiries, ensuring accurate processing of requests.
- Monitored refunds, overpayments, and underpayments using Microsoft Excel, supporting accurate account tracking.
- Managed customer inquiries through a ticketing system, providing timely responses and assistance.
- Reviewed member account concerns and maintained accurate records to support effective issue resolution.

Market Research Interviewer **August 2020 - November 2020**
Dynata

- Conducted market research surveys covering customer satisfaction and political research across different regions.
- Collected and recorded survey responses accurately, supporting reliable research data.
- Communicated survey questions clearly and professionally to encourage accurate and complete responses.

Customer Service Representative **July 2019 - February 2020**
SYKES

- Assisted customers with hotel accommodations, transportation transfers, and travel activities through inbound and outbound calls.
- Coordinated with partner companies to address customer requests and facilitate travel arrangements.
- Provided customer assistance through phone and email, supporting timely communication and service resolution.

Corporate Communications Intern **January 2019 - April 2019**
Smart Communications, Inc.

- Transcribed audio and video materials, ensuring accurate documentation of recorded content.
- Organized and transferred information into Microsoft Excel spreadsheets to support data management.
- Assisted with social media content preparation, including writing captions for company posts.
- Participated in community outreach activities, including teaching elderly participants how to use Android mobile phones.

SKILLS

Finance and Administrative Support: Payment processing, bank feed reconciliation, invoice processing, financial transaction management, payment pre-authorizations, financial recordkeeping, data entry, reporting, and Microsoft Excel.

Short-Term Rental and Hospitality Operations: Holiday property support, property listing onboarding, online travel agency (OTA) management, property listing creation and optimization, reservation and booking management, guest communication, guest feedback management, property maintenance coordination, housekeeping coordination, and owner and guest account handling.

Customer Service and Travel Support: Customer service, email, chat and phone support, travel booking assistance, flight reservation modifications, customer account management, order processing, refunds and replacements, ticketing system management, conflict resolution, issue resolution, and market research.

SYSTEMS & TOOLS

Property Management & Guest Experience Platforms: Resly, Guesty, HomHero, Breezeway, Airbnb, Booking.com, Agoda, Expedia, Stayz/VRBO, Trip.com, Webbooks

Finance, CRM & E-commerce: Shopify, NetSuite, HubSpot, Salesforce, Gorgias

Communication & Collaboration Tools: Microsoft Teams, Slack, Outlook, Gmail, Webex, Zoom, Discord, WhatsApp, Meta, 3CX

Productivity, Documentation & Development Tools: ClickUp, Notion, Monday.com, Scribe, Replit, Microsoft Excel

Customer Support & Contact Center Tools: Avaya One-X, NICE, ASAPP

EDUCATION

Bachelor of Arts in Communication **August 2015 - June 2019**
University of the City of Muntinlupa
Award/s: Academic Excellence Awardee, 2019