

MARPHE NGOHO

Real Estate Virtual Assistant • Transaction Coordination • Client Support Operations

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PROFESSIONAL SUMMARY

Real Estate Virtual Assistant with 4 years of experience supporting agents and teams across the client lifecycle — from lead response and CRM management to customer support and transaction follow-through. Known for reliable, systems-driven execution, clear written communication, and strong stakeholder coordination across agents, buyers, sellers, and vendors. Fluent in the tools U.S. real estate businesses run on, and available on U.S. business hours.

CORE COMPETENCIES

Transaction Coordination • CRM Management & Data Entry • Customer Support & Relationship Management • Lead Follow-Up & Nurture • Process & SOP Documentation • Calendar & Deadline Tracking • Sales Support • Written Client Communication • Problem-Solving • Stakeholder Management

PROFESSIONAL EXPERIENCE

Real Estate Virtual Assistant

Real Estate Homes, LLC — New York, United States (Remote)

- **Coordinated** communication across agents, buyers, sellers, lenders, and title/escrow, keeping every party aligned through each stage of the transaction.
- **Managed** and maintained the CRM (contacts, pipeline stages, tasks, and follow-up sequences), improving data accuracy and follow-up consistency.
- **Handled** 50+ inbound leads and client inquiries per week, responding promptly and professionally to protect conversion and client experience.
- **Tracked** transaction checklists, critical dates, and document collection to help ensure deals progressed on time and nothing slipped through the cracks.
- **Built email** templates and SOPs for recurring workflows, reducing turnaround time and creating repeatable, dependable processes.

Customer Support / Client Relations Specialist

Lake County Cleaners — Lake County, Illinois, United States (Remote)

- **Supported** customer inquiries across email, chat, and phone, resolving issues with a 97% customer satisfaction (CSAT) rating.
- **Built trust and** relationships with clients through clear, empathetic communication and consistent, reliable follow-through.
- **Identified** and documented recurring issues, contributing to knowledge-base articles and canned responses that sped up resolution.
- **Collaborated** with sales and operations to escalate and resolve complex cases, strengthening retention.

TOOLS & SOFTWARE

CRM & Real Estate: Follow Up Boss, kvCORE, GoHighLevel, Dotloop / SkySlope, DocuSign

Support & Communication: Zendesk, Intercom, Gorgias, Slack, Zoom, RingCentral

Productivity & Data: Google Workspace, Microsoft Office, Excel / Google Sheets, Notion, Trello / Asana, Canva

Automation: Zapier, Make (basic)

EDUCATION

Bachelor of Science in Business Administration — Major in Human Resource Development Management

Cor Jesu College, Inc. — Digos City, Philippines