

JON KEVIN FANLO

OPERATIONS VIRTUAL ASSISTANT | HOME SERVICE OPERATIONS | CUSTOMER SUPPORT

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PROFESSIONAL SUMMARY

Operations Virtual Assistant with 10+ years of combined experience in customer service, sales, logistics, business operations, and remote administrative support. Experienced in CRM administration, scheduling and dispatch support, lead follow-up, invoicing, reporting, SOP documentation, and customer communication for fast-moving service businesses.

CORE SKILLS

Home Service Operations | CRM & Pipeline Management | Scheduling & Dispatch | Lead Qualification | Sales Support | Customer Service | Invoicing & Payment Follow-up | SOPs & Reporting | Executive & Administrative Support

TOOLS

Housecall Pro | GoHighLevel | LeadConnector | ResponsiBid | HomeWorks CRM | CrewCal | Flyra CRM | Homebase360 | Google Workspace | Microsoft Office

RELEVANT EXPERIENCE

Virtual Operations & Customer Service Assistant - CleanerClean, Canada (Remote) | Jul-Sep 2026

- Supported calls, email, SMS, lead follow-up, estimates, bookings, technician scheduling, invoices, payments, customer concerns, and CRM administration.
- Maintained daily records covering approximately CAD 28.6K in gross booking activity over five weeks, before cancellations, rescheduling, duplicate entries, and job completion adjustments.
- Audited Sales and Quoted pipelines, corrected estimate and booking details, and supported migration from Housecall Pro to HomeWorks CRM.

Virtual Operations & Customer Support - Honey Windows / Northern Exteriors, Canada (Remote) | Jun-Jul 2026

- Managed customer communication, scheduling and dispatch support, reschedules, payment follow-ups, post-service feedback, CRM updates, daily reporting, and SOP implementation.
- Maintained workflows in Flyra CRM and Homebase360 and organized files during a company transition.

Customer Service & Retention Specialist - Nations Info Corporation | Customer Service & Sales

- Handled approximately 40-50 inbound calls per shift and achieved 17% retention against an 8% target.

Container Yard Assistant Supervisor - Diadem Terminal Maritime & Realty | Logistics & Operations

- Supported three container yards processing approximately 70-100 transactions daily and supervised about 35 personnel.

Sales Executive - The Company Cebu | Coworking & Business Services

- Generated approximately PHP 5.1M in sales in under six months and helped reach about 80% occupancy within four months.

Co-Founder & Operations Manager - Parkmatic Systems / Prestige Billiards | Five years

- Managed daily operations, sales, procurement, logistics, customer relationships, technician coordination, and project delivery across parking equipment and custom billiard table ventures.

EDUCATION & DEVELOPMENT

Bachelor of Science in Hotel and Restaurant Management - University of San Carlos
Australian Qualifications Framework Diploma in Hospitality - Victoria University, Australia
TEFL Certification | Meta Front-End Development Professional Courses