



# ACE ABIS

## PROPERTY MANAGER



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### About Me

Short-term rental Property Manager with 5 years of experience in managing multi-platform listings, revenue optimization, and guest communications. Skilled in leveraging dynamic pricing strategies, automating workflows, and ensuring seamless operations through PMS integrations. Passionate about helping property owners, I specialize in maximizing property revenue and streamlining operations for Airbnb and short-term rental hosts through dynamic pricing, automation, and top-tier guest experience.

### Education

Bachelor of Science in  
Petroleum Engineering  
2015-2020

### Core Skills & Expertise

- **Short-Term Rental Management** (Airbnb, VRBO, Booking.com, Direct Websites)
- **Dynamic Pricing & Revenue Optimization** (PriceLabs, Wheelhouse, AirDNA)
- **Guest Experience & Communication**
- **Property Management Systems (PMS) Integrations** (Guesty, Hostaway, OwnerRez, Hospitable, etc)
- **Listing Creation & Optimisation**
- **SOP Creation & Process Automation**
- **Calendar Mapping & Turnover Coordination** (Breezeway, Turno)
- **Financial Reporting & Bookkeeping** (Xero, Resly, Guesty)
- **Claims & Dispute Management** (Airbnb AirCover, Superhog, Stripe)
- **Client Onboarding**
- **Market and Competitor Data Analysis**
- **Review Management**
- **Social Media Management**

### Professional Experience

#### Lead Property Manager

Homi Vacation Rentals | 2022 – 2025

- Managed end-to-end property setup, listing optimization, and guest management across multiple OTAs.
- Synchronized calendar across platforms to prevent double bookings and automate tasks.
- Increased revenue by 90% through dynamic pricing strategies using PriceLabs & Wheelhouse.
- Automated workflows using PMS integrations, reducing manual tasks by 50%.
- Created and standardized SOPs for property management, guest communications, and maintenance.
- Set up direct booking websites and OTAs (Airbnb, Booking.com, VRBO, Expedia, Zillow, Furnished Finder).
- Managed guest claims, refunds, and disputes through AirCover, Superhog, and Stripe.
- Prepared owner financial statements, revenue forecasting, and monthly reports.
- Managed social media accounts (Instagram & Facebook)

## Tools & Software

### Property Management & Booking Platforms

- Guesty
- Hostaway
- OwnerRez
- Hospitable
- Uplisting
- Airbnb
- VRBO/Expedia
- Booking.com
- Zillow
- Furnished Finder
- Padsplit

### Revenue & Pricing Optimization

- PriceLabs
- Wheelhouse
- AirDNA
- Rankbreeze

### Guest & Task Management

- Breezeway
- Trello
- Asana
- Notion
- Slack
- Freshdesk
- Hiver

### Finance & Bookkeeping

- Xero
- Resly
- Stripe
- QuickBooks
- Truvi (Superhog)

### Airbnb Revenue & Pricing Manager

Oasis Living | Part-time

- Implemented data-driven pricing models, to set optimal nightly rates and occupancy.
- Conducted competitor and market analysis with AirDNA & PriceLabs for pricing optimization and maximized revenue.
- Managed seasonal promotions and discount strategies to boost revenue.

### Bookkeeping & Finance Admin

AirTrip | Part-time

- Managed financial statements for 150+ property owners.
- Processed Airbnb payouts, reimbursements, invoices, and payroll.
- Reconciled bank feeds and optimized financial workflows in Xero and Resly.
- Automated invoicing and payment processing for guests and vendors
- Expense categorization and cost control for cleaning, maintenance, and supplies

### Guest Experience Admin

Zencity | 2021 – 2022

- Handled guest inquiries, check-ins, and escalations across multiple platforms, via email, SMS, phone calls.
- Managed housekeeping and maintenance scheduling using Breezeway.
- Reduced guest complaints by 80% through optimized communication workflows, automated booking confirmations, check-in instructions, and follow-ups.
- Processed damage claims and refunds via Airbnb, Stripe, and Superhog.

### Property Admin & Listing Manager

Bonjour Residences | 2020 – 2021

- Set up and integrated multi-platform property listings (Hospitable, Guesty, Airbnb, Booking.com).
- Increased occupancy rates by 90% through strategic pricing and calendar optimization.
- Developed automated messaging, payments, and security deposit processes.
- Created high-converting listing with professional descriptions, amenities, and property highlights

### Guest Communications Expert

Nixon and Nixon Properties | 2020 – 2021

- Handled guest communications via phone, email, and chat, ensuring top-tier service.
- Assisted guests with check-ins, refunds, and lock-out issues, enhancing guest satisfaction.
- Processed cancellations, long-term stay invoices, and payments.