

Jas Rebutar

CUSTOMER SUCCESS + DIGITAL MARKETING PRO



About Me 

Customer Success

Skill Set

More

Digital Marketing

Let's Connect!

Hi, I'm Jas! Your virtual partner in customer success, marketing, and operations.

I help business owners and start-ups stay organized, supported, and consistent, without the overwhelm. From customer success and marketing to admin and systems, I work as an extension of your team so things run smoothly behind the scenes.

Reliable. Easy to work with. Results-focused.

Let's work together!

How I support your business?

Customer Success (CS)

I keep your customers supported, happy, and coming back.

Digital Marketing

I handle content, email, and social media to keep your brand visible.

Admin Support

I organize systems, workflows, and day-to-day operations.

General VA Support

Busy work? Done. You grow.

 A few things about me.. 

I cook to unwind, travel when I can, and swim to reset.

I watch shows and listen to podcasts on 2x speed—efficiency is my thing.

I turn chaos into clean, working systems.

Bottlenecks? I love finding and fixing them.



Explore More 

About Me



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Digital Marketing Customer Success

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About Me

With 11 years of experience in Business Operations, Customer Success, Account Management, and Strategy, I've helped businesses run smoothly and keep customers happy across various industries.

I'm skilled in CRM systems, SaaS tools, problem-solving, and creative engagement strategies. I excel at leading teams, improving processes, and driving customer satisfaction and retention.

Education

Bachelor of Science in Hospitality Management

Polytechnic University of the Philippines
2012 - 2016

Master of Science in International Tourism and Hospitality Management

Polytechnic University of the Philippines
(Ongoing)

Skill Set

- **Customer Success** – Driving customer engagement, retention, and post-sale support with timely solutions.
- **Operations Leadership** – Streamlining processes, improving efficiency, and guiding teams to perform at their best.
- **Project Management** – Creating marketing strategies, project decks, training materials, and leading cross-functional teams.
- **Data Analytics** – Using customer and performance data to improve service delivery and product performance.
- **Sales & Marketing** – Managing accounts, lead generation, social media, and digital campaigns.

Key Competencies

System Proficiencies

Marketing & Content Creation

- GHL, Mailchimp, ConvertKit, Kajabi, Metricool, Squadcast, Descript, Restream, Manychat, Canva, Wixsite
- Google Analytics, Organic Search Tracking
- Meta, Marketplace, Shopee, Lazada, Yelp, Social Media platforms

Customer Success & Support

- Salesforce, Zendesk, Freshworks
- Intercom, Go High-Level, Gong
- POS Systems, Postman, Posfire Firebase

Project Management & Collaboration

- Monday.com, ClickUp, Notion, Asana, Trello
- Basecamp, Jira
- Slack, Zoom, Google Meet, Discord

General Operations & Productivity

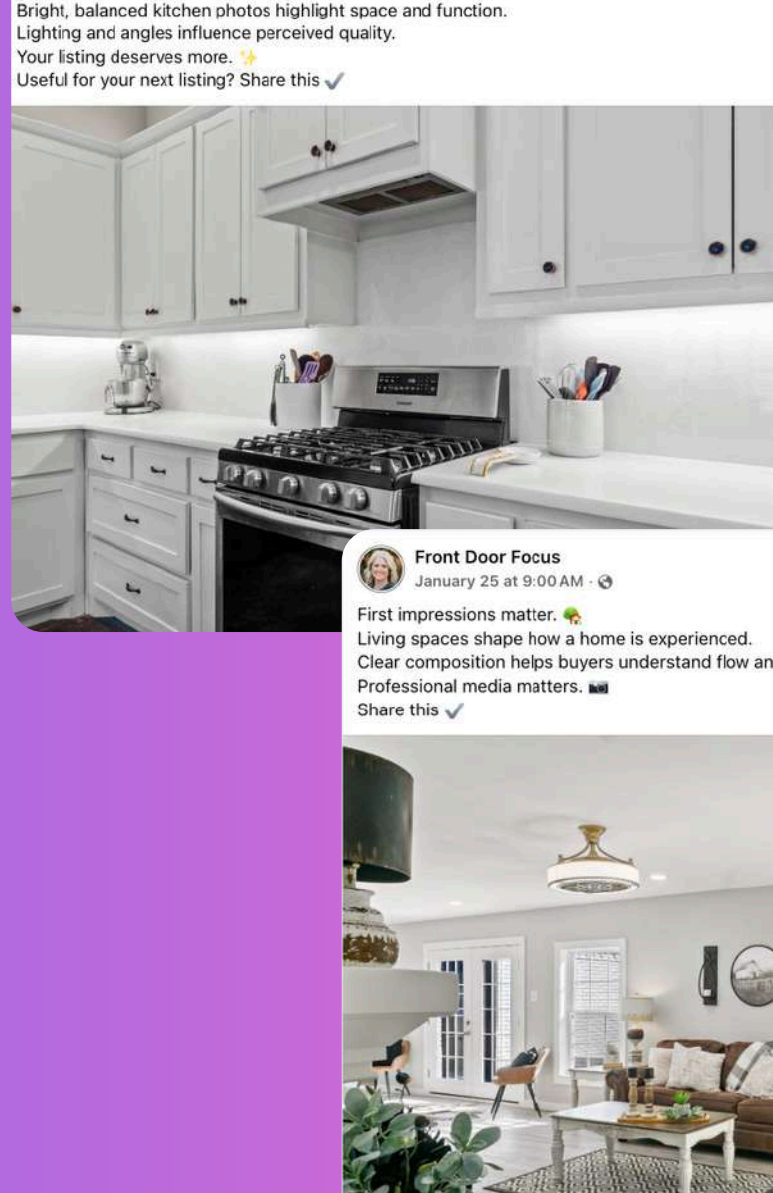
- Microsoft Office Suite, Google Workspace

Marketing

Marketing VA - Real Estate Photography

Social Media Manager VA | Jan 2026 - Present

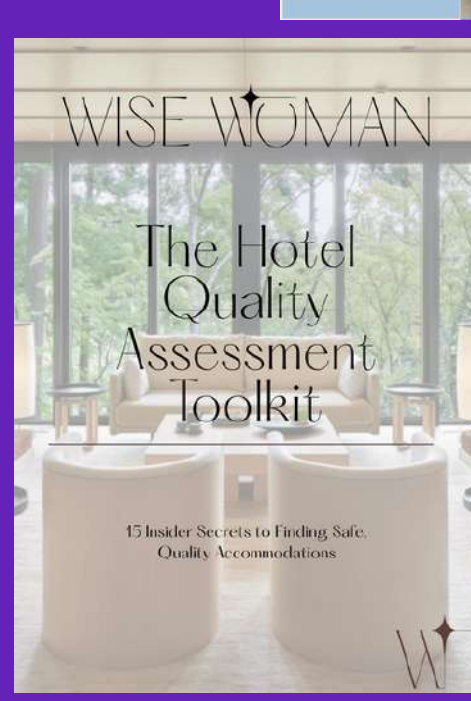
- Created, scheduled, and posted content for two real estate businesses.
- Edited and optimized photography posts and short videos for engagement.
- Supported social media operations and basic admin tasks.



Foundation Partner - Travel & Wellness

Operations & Marketing Strategist | Aug - Nov 2025

- Built brand presence and growth strategies for a travel startup.
- Ran blog posts, email campaigns, and social media to drive engagement.
- Designed visuals, marketing assets, and lead magnets to generate revenue.
- Created and optimized sales funnels for conversions and retention.
- Managed website content for seamless UX and consistent branding.
- Oversaw daily operations, aligning marketing, design, and outreach.



Social Media Manager - Real Estate

Media Support | Nov 2024 - July 2025

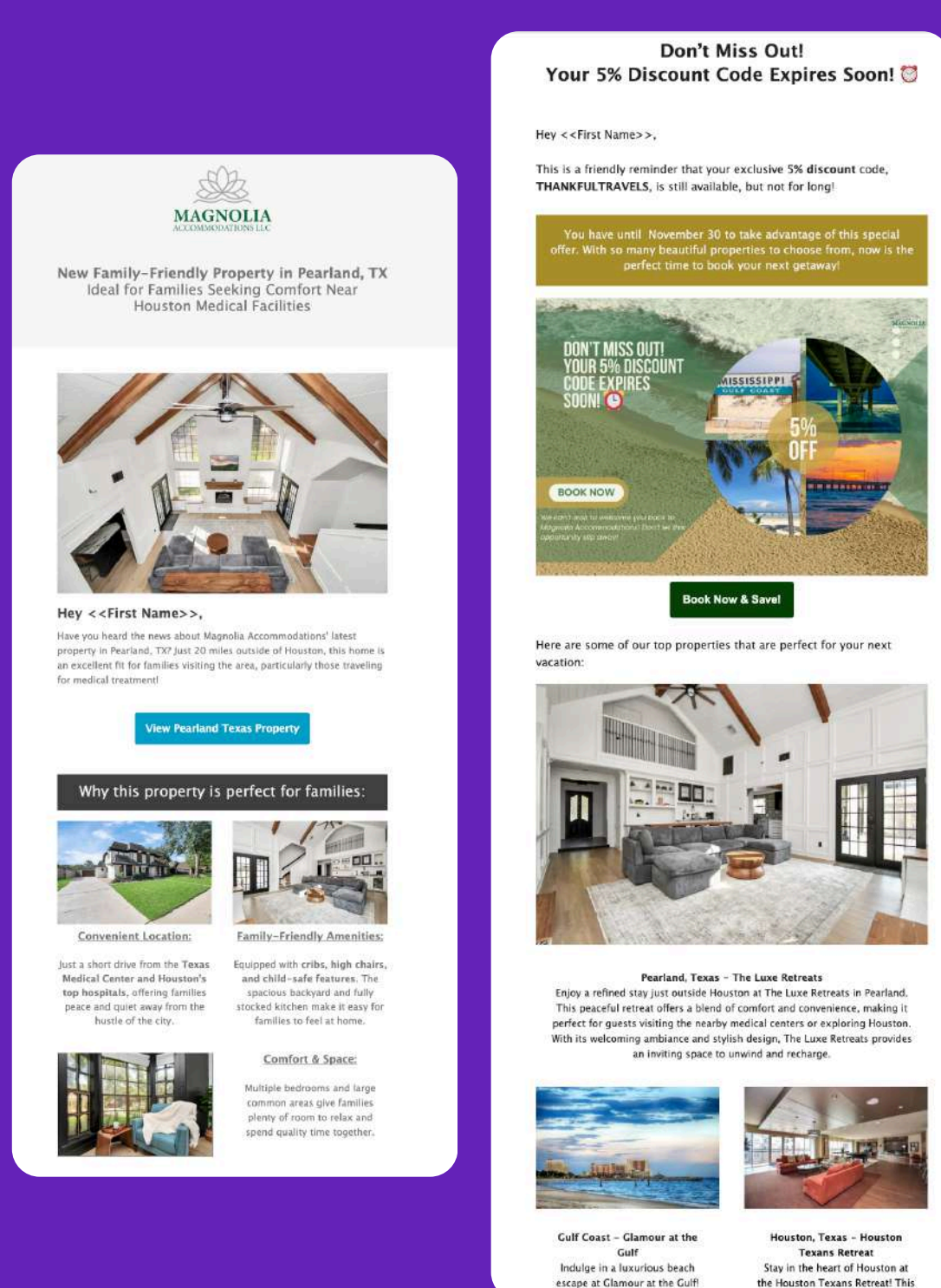
- Managed content creation and scheduling across YouTube, Facebook, Instagram, TikTok, LinkedIn, and Twitter.
- Podcast Management: Oversaw podcast operations, ensuring timely uploads, strategic scheduling, and promotional activities across relevant platforms.
- Developed strategies to enhance audience engagement and build brand visibility on multiple platforms.



Email Marketing Manager - Real Estate

Marketing Lead VA | Sep 2024 - July 2025

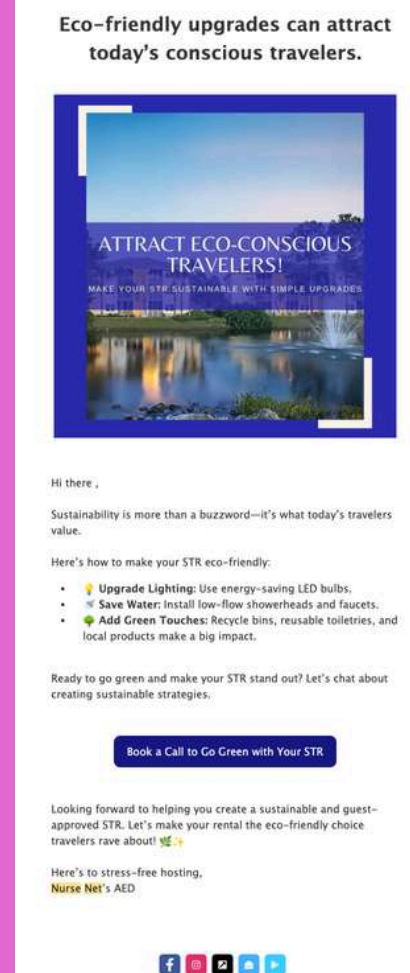
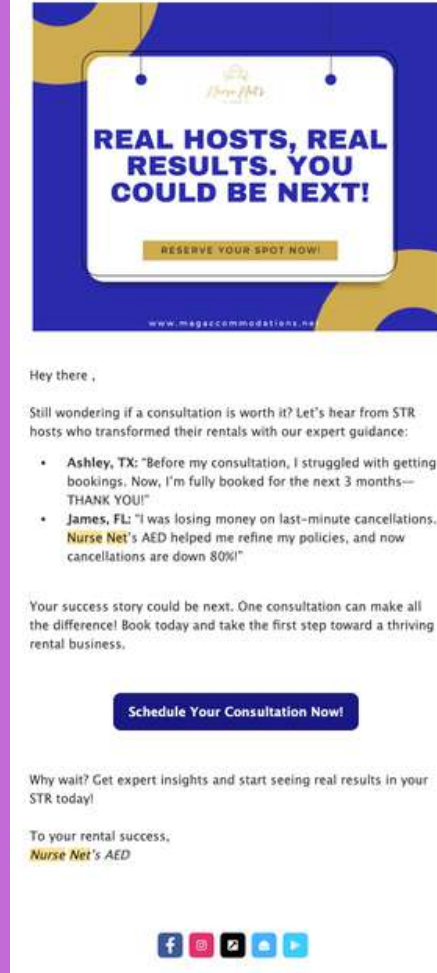
- Created landing pages and workflows to drive registrations and streamline attendee management.
- Designed email campaigns and lead generation strategies to maximize event attendance.
- Produced visuals, templates, and content to ensure consistent branding and messaging.



Events & Email Marketing - Consulting Services Real Estate

Marketing VA | Sep 2024 - July 2025

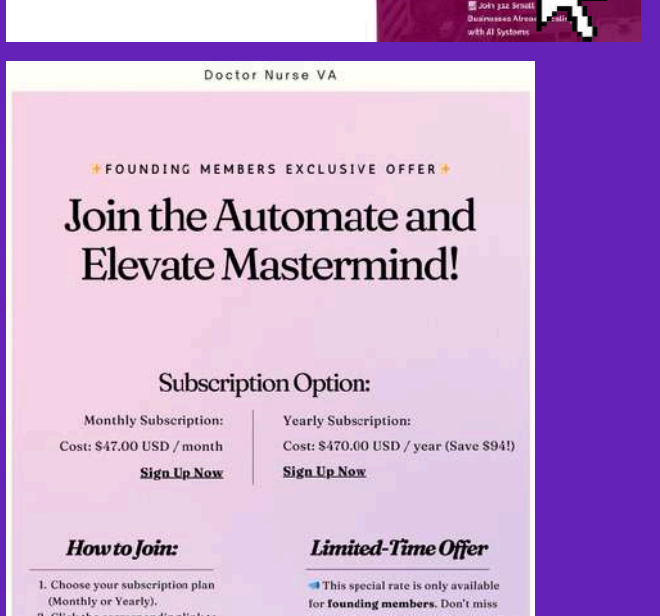
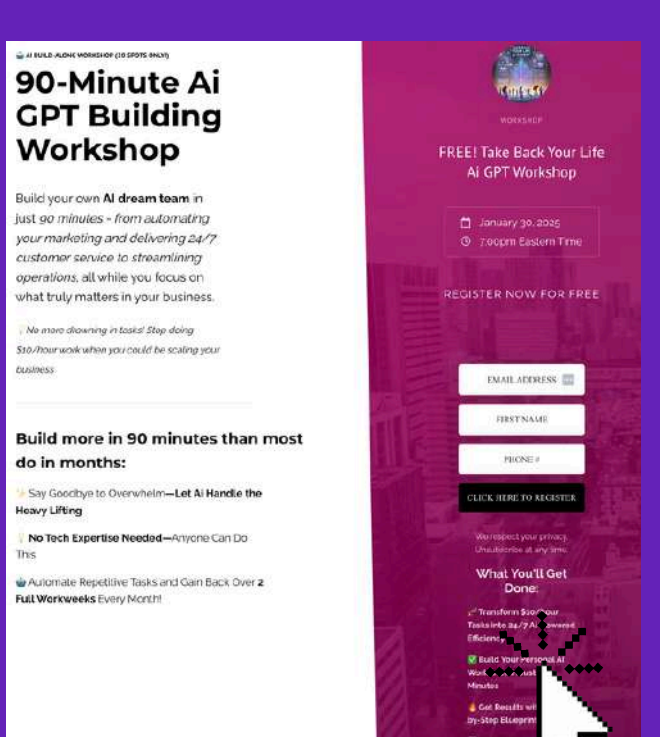
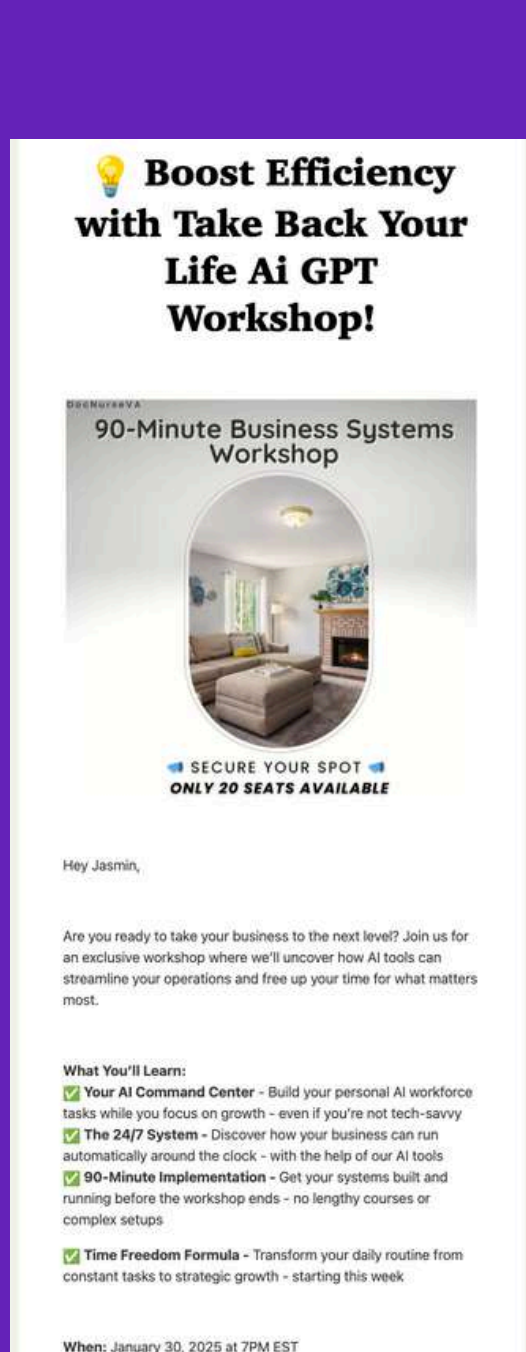
- Coordinated live online events and masterclasses, handling setup, promotion, and post-event follow-up.
- Implemented lead generation strategies and email workflows to attract and register attendees.
- Designed landing pages and marketing assets for campaigns.
- Ensured smooth event execution and audience engagement.



Events Marketing Strategist - Real Estate

Email Marketing & Events | Jan 2025

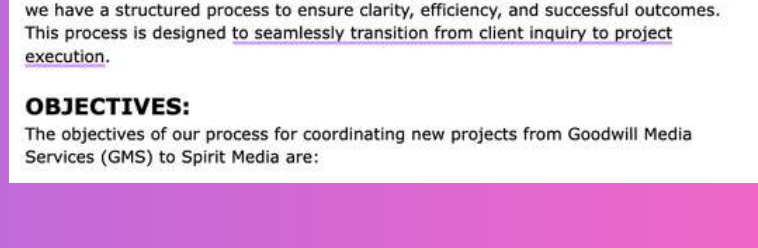
- Managed online masterclasses and live events from pre-event to post-event.
- Created lead generation funnels, landing pages, and workflows for attendee management.
- Developed email campaigns, visuals, and content for consistent brand messaging.
- Optimized attendee experience and campaign performance.



Business Developer - Publishing & Marketing

Marketing Strategist | Mar 2024 - Oct 2024

- Managed client relationships, ensuring satisfaction and project delivery.
- Developed marketing strategies and KPI reports to monitor performance.
- Coordinating with internal teams for successful execution of marketing initiatives.

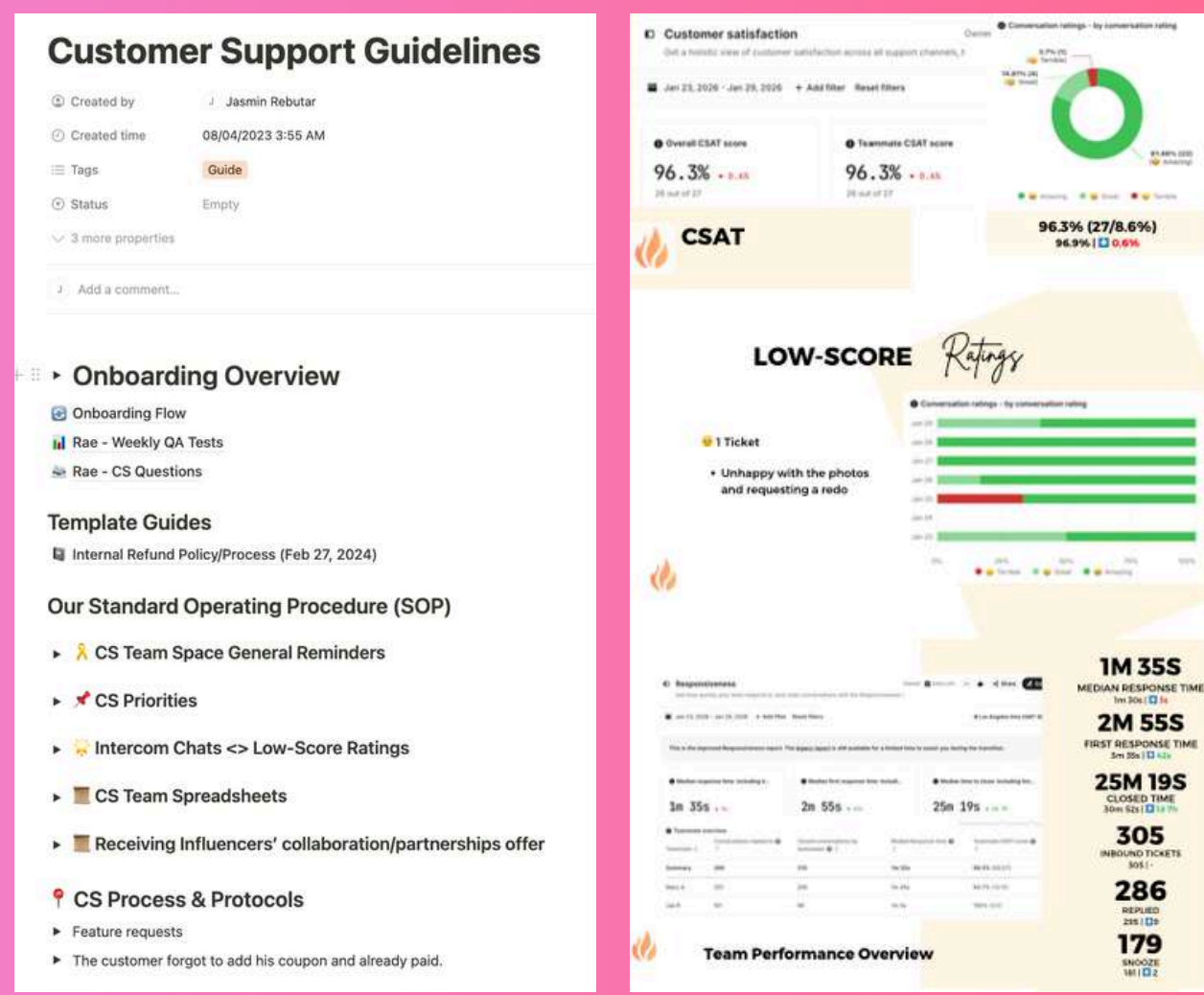


Customer Success

Department Lead - AI SaaS

Customer Success & Ops | July 2023 - Present

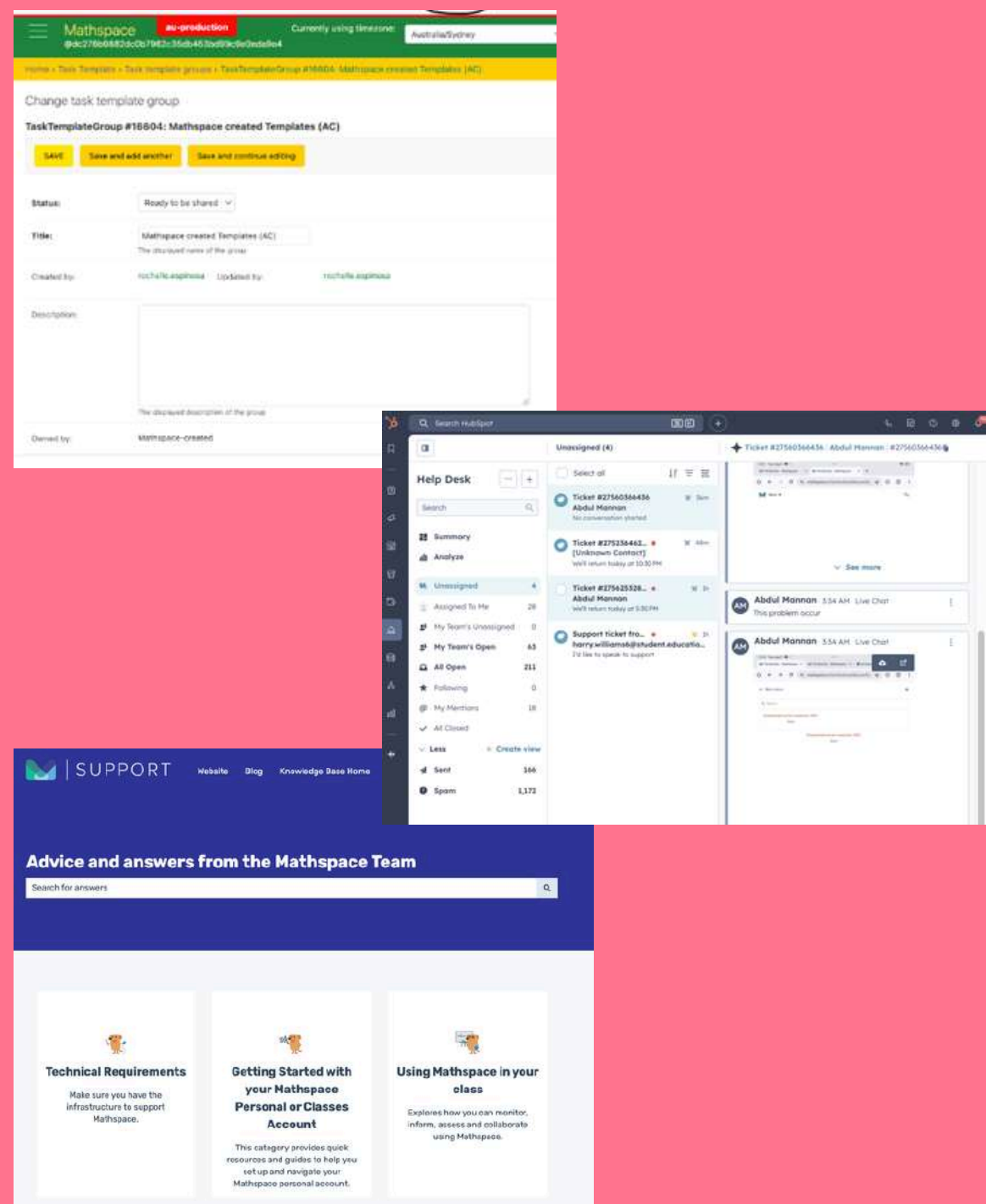
- Head of daily operations, improving internal protocols and assisting the CTO with product development.
- Led the Customer Success team in nurturing B2B and B2C relationships, setting KPIs, and reporting on weekly metrics.
- Developed social media content, including videos and graphics, to enhance brand engagement.



Client Experience | Ed-Tech SaaS

Social Media Manager | Media Support
Jan - Dec 2025

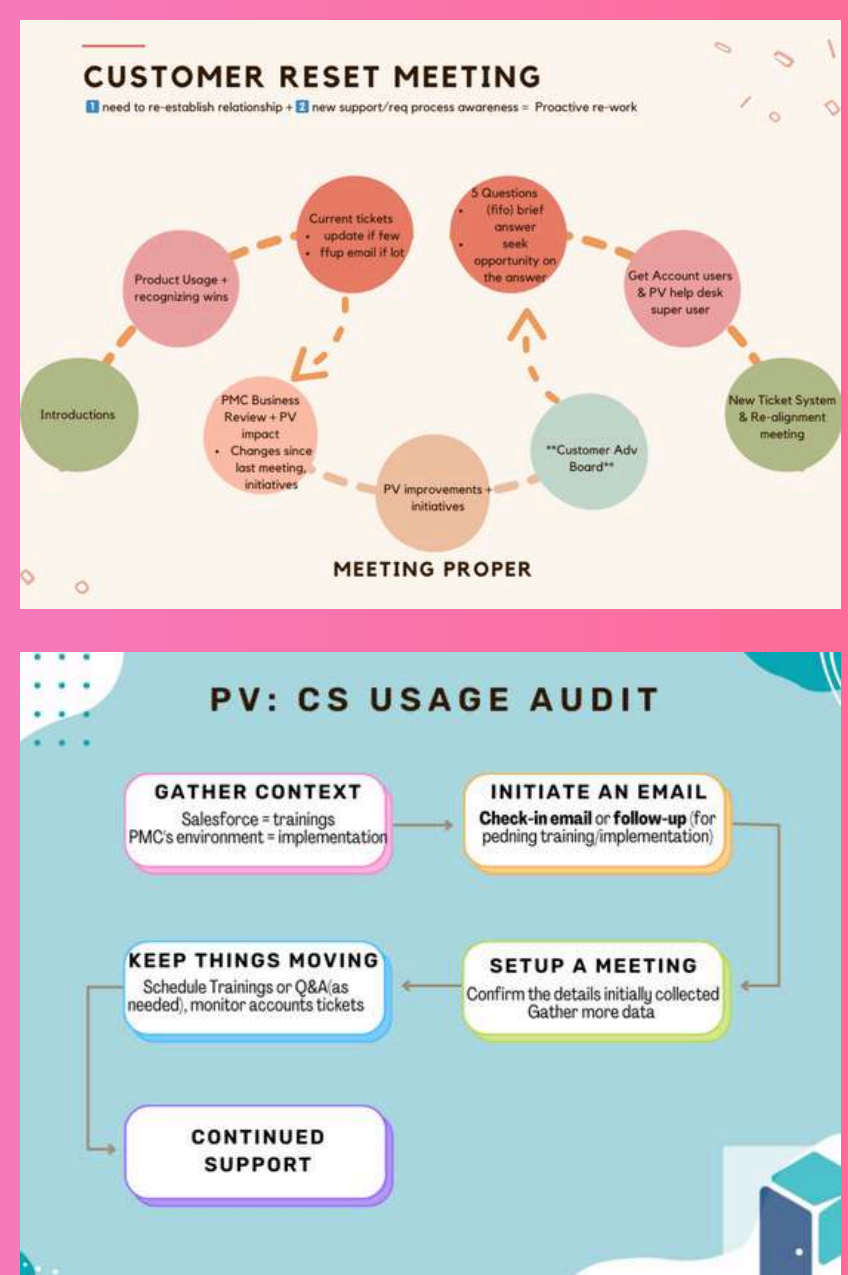
- Customer Support Specialist: Delivered top-tier support via chat and email, resolving technical issues and guiding users through platform features for a seamless experience.
- Technical Support & Product Collaboration: Partnered with developers to troubleshoot bugs, relay customer feedback, and enhance platform functionality based on user insights.
- Billing & Invoicing: Managed client and school invoicing, ensuring accuracy, timely payments, and seamless resolution of billing inquiries.



Account Manager - Real Estate SaaS

Customer Success | Feb - Nov 2023

- Managed over 50 accounts, acting as the primary point of contact for customer issues, change requests, and feature training.
- Implemented customer reconnection strategies to improve customer health and software adoption within Property Management Companies.
- Conducted product training and digital onboarding for clients.



Head of Customer Success - Fin-Tech SaaS

After Sales Dept Head, Ops
May 2021 - Mar 2023

- Led the Customer Success department, ensuring client satisfaction through effective account management and customer retention strategies.
- Developed new hire orientation processes, created internal and external training materials, and produced end-of-month reporting presentations.
- Resolved customer concerns with timely and efficient communication, focusing on real-time assistance.

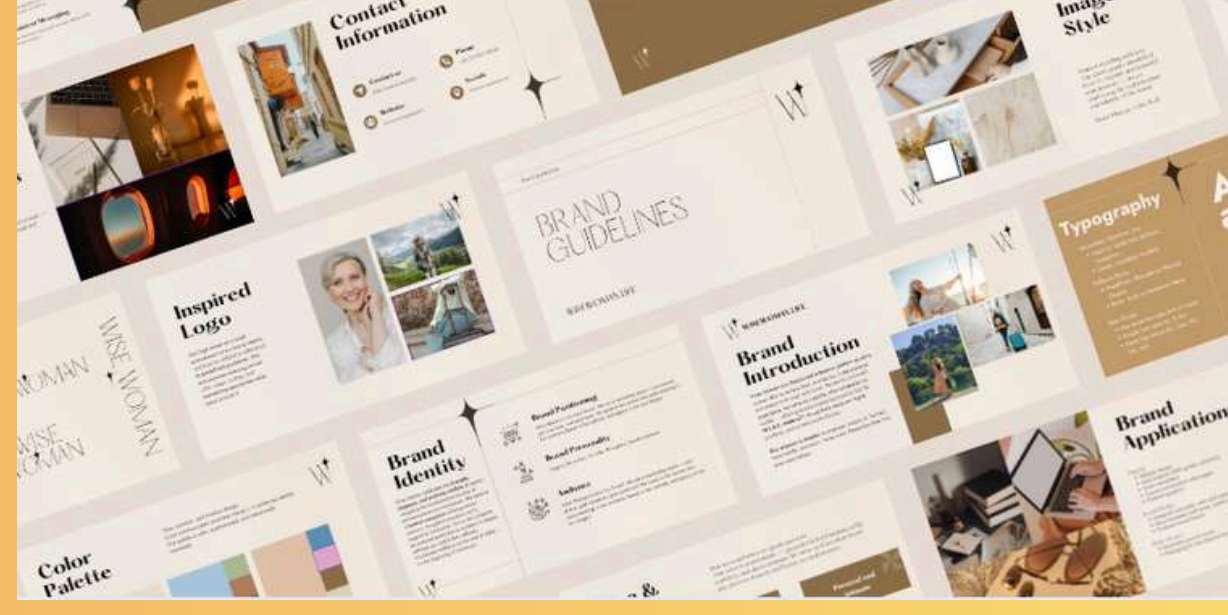


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Branding Kit Sample



Natoy Muffler Shop – Local Auto Parts & Repair



Wise Woman – Travel & Wellness

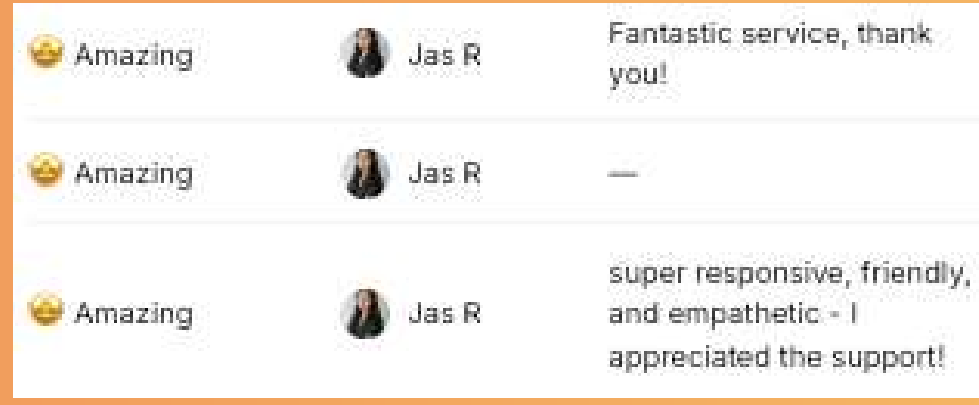
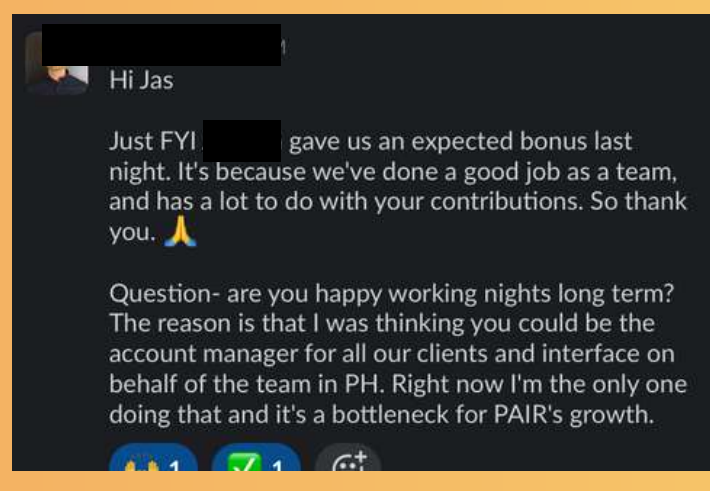
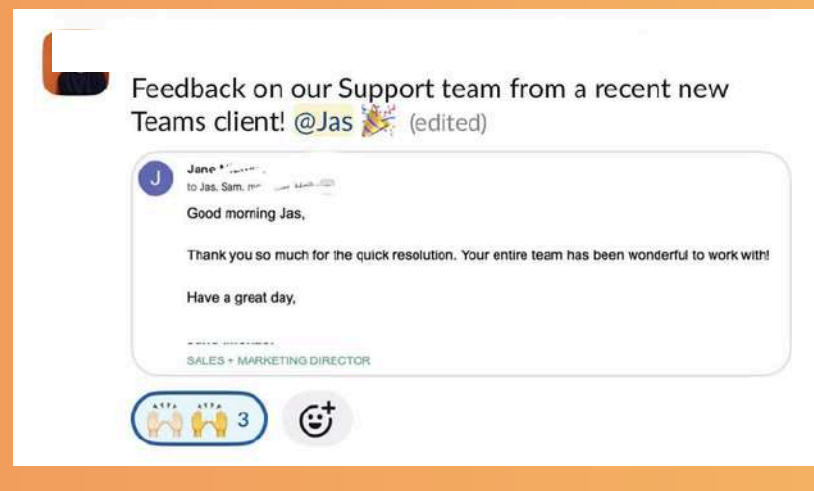
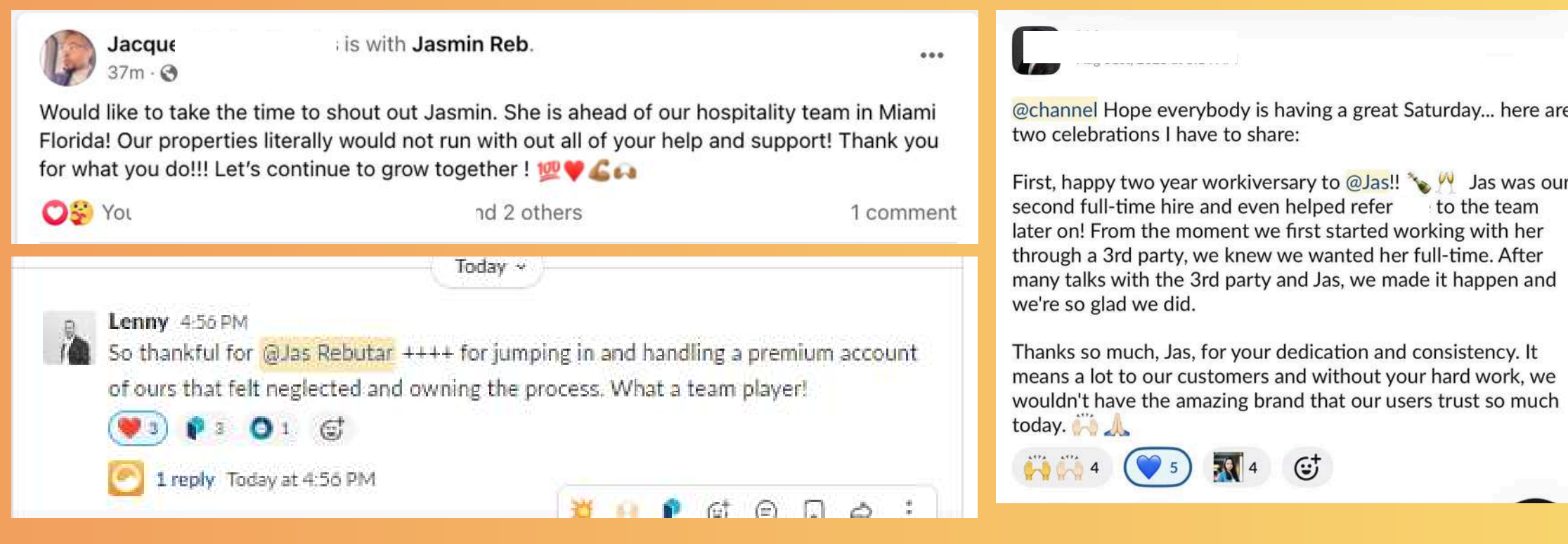
Reels / Short Form Videos

- Reel 1 – Creative content showcasing engagement strategy
- Reel 2 – Social media storytelling for brand visibility
- Reel 3 – Audience-focused content with engagement hooks
- Reel 4 – Branded marketing content with clear messaging
- Reel 5 – Promotional video for campaign awareness
- Reel 6 – Visual storytelling for digital engagement

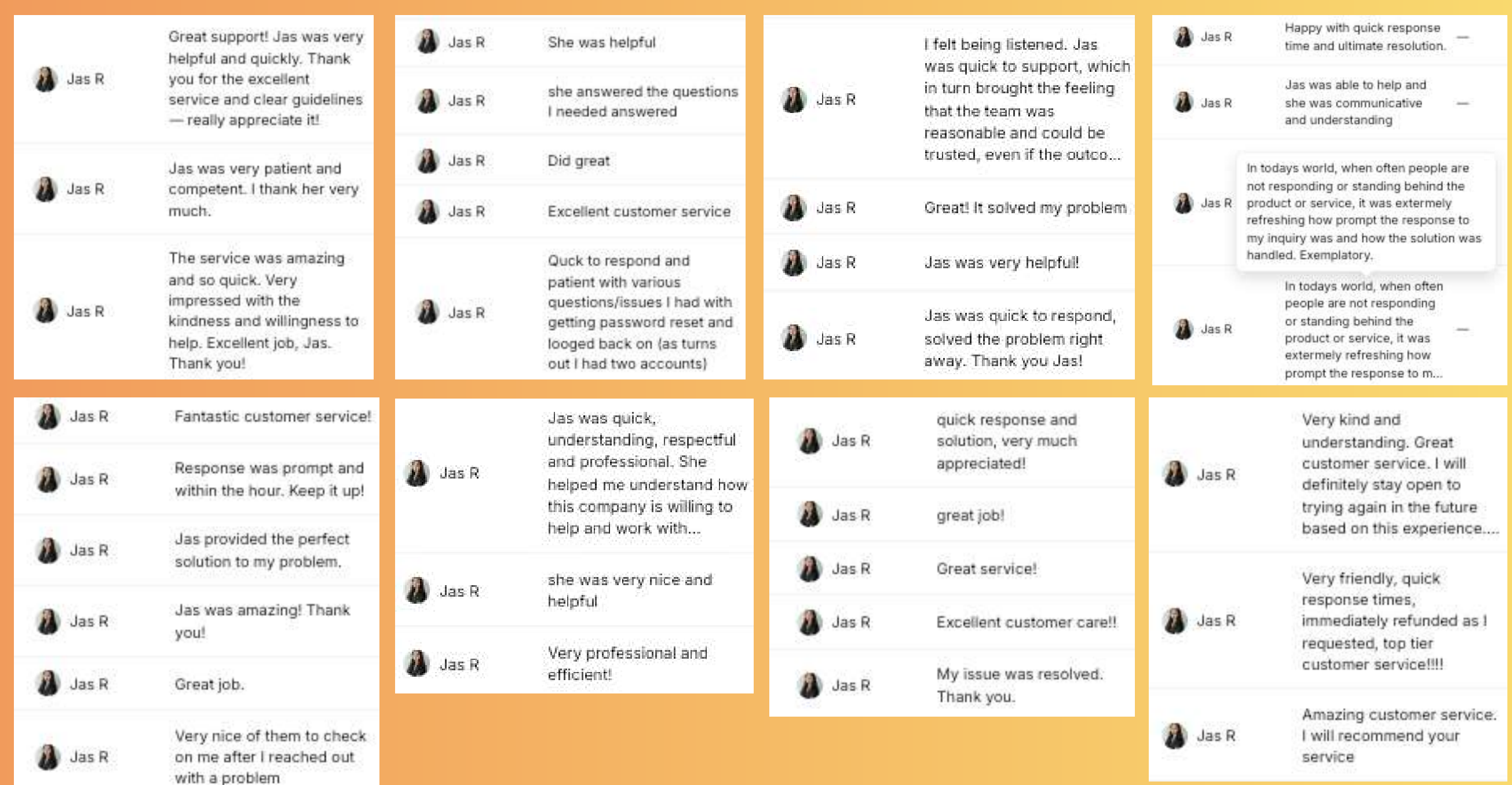
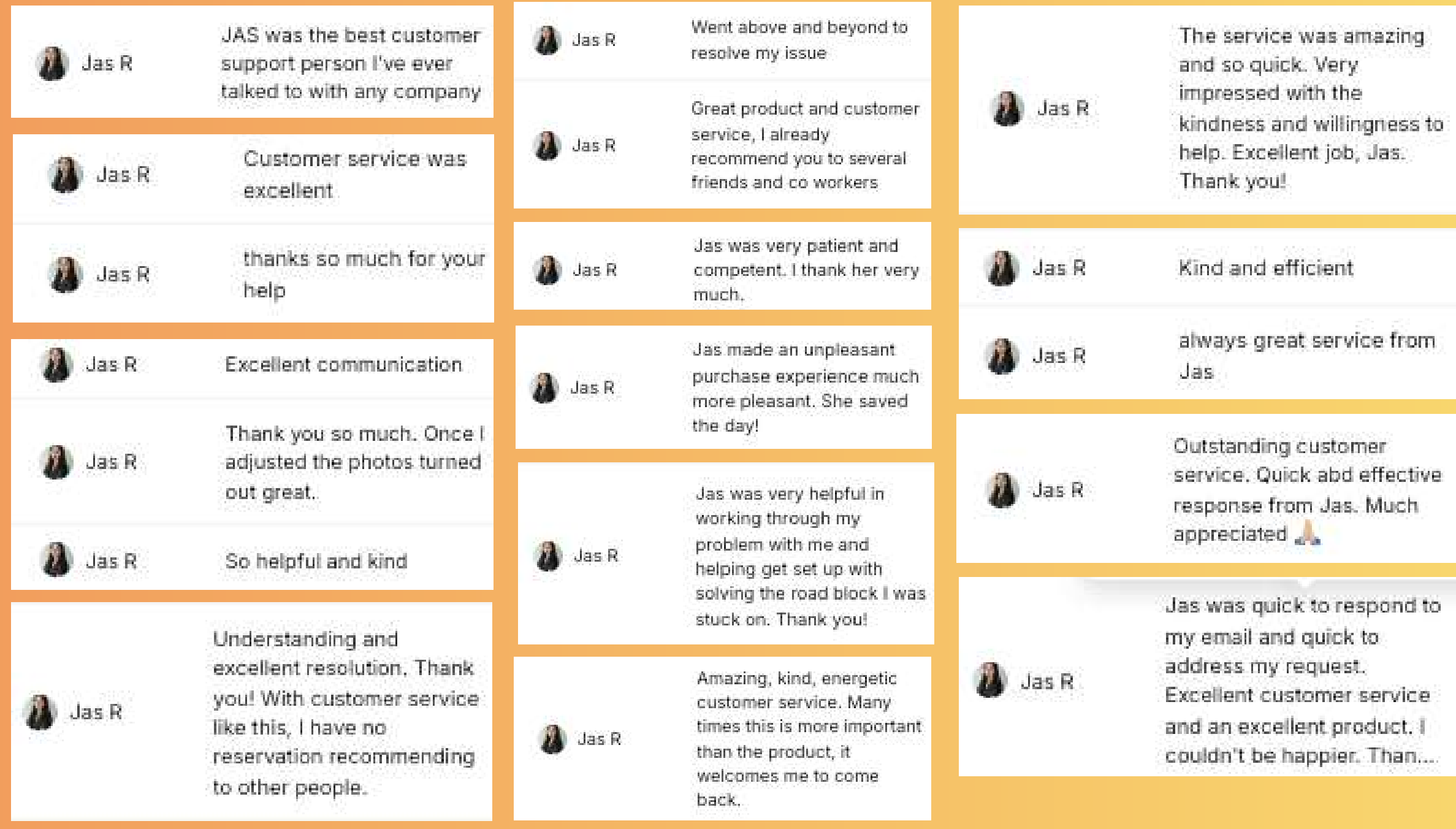
Carousel / Multi-Image Post

- Carousel 1 – Educational and engaging content
- Carousel 2 – Brand-focused content with storytelling
- Carousel 3 – Step-by-step guides for audience engagement
- Carousel 4 – Informative posts with visual appeal
- Carousel 5 – Social media campaigns with creative design

What clients say after working with me?



Don't take my word for it; here's what clients say



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Ready to work with me?



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Back to Home 