CRYSTAL JOSEPH

VIRTUAL EXECUTIVE ASSISTANT · COMMERCIAL REAL ESTATE OPERATIONS COORDINATOR

PROFESSIONAL SUMMARY

Proactive Virtual Executive Assistant and Commercial Real Estate Operations Coordinator supporting the Team Leader of a commercial real estate brokerage team. Keeps transactions, deadlines, CRM records, marketing and team follow-ups organized and moving so brokers can focus on clients and deals. Manages the executive's inbox, calendar and travel; coordinates listing agreements, NDAs, letters of intent and commission documents; and tracks every deal from listing to close. Brings remote support experience since 2023, a client relations and sales background, and hands-on use of AI tools such as Claude and ChatGPT, with every output checked before it goes out.

CORE COMPETENCIES

- Executive & Admin Support
- Critical Dates & Deadlines
- CRM & Database Management
- Social Media & Content
- Client & Broker Relations
- Transaction Coordination
- Contract & Document Prep
- Prospecting & Research
- Events & Vendor Coordination
- AI-Assisted Workflows
- Calendar, Inbox & Travel
- Team Accountability
- Marketing & Listings
- Reports & Presentations
- Confidentiality & Discretion

TOOLS RealNex · KW Command · GSMLS · Bright MLS · Google Workspace · Microsoft 365 (Word, Excel, PowerPoint) · HubSpot · GoHighLevel · Asana · Monday.com · Notion · Airtable · QuickBooks Online · Canva · Claude · ChatGPT

PROFESSIONAL EXPERIENCE

Virtual Executive Assistant / Commercial Real Estate Operations Coordinator

AUG 2026 – PRESENT

The Darmanin Group at KW Commercial, Keller Williams NJ Metro Group · Remote, New Jersey based team

- **Executive support:** Serve as the right hand to Cheryl Darmanin, Director of Commercial Real Estate (Tri-State Region) and Team Leader, managing her inbox, calendar, correspondence, travel arrangements and itineraries, and prioritizing incoming requests so deadlines and commitments are met.
- **Transaction coordination:** Prepare and coordinate listing agreements and addenda, confidentiality agreements (NDAs), letters of intent, referral agreements and commission statements from approved templates, and work with clients, attorneys and cooperating brokers through to fully executed contracts.
- **Deal tracking & accountability:** Maintain buyer, seller, tenant and landlord transaction checklists and document folders, compile weekly appointment trackers for five brokers, and follow up on outstanding items so leadership has clear visibility into every deal.
- **CRM & databases:** Maintain contact, company, property and prospect records in RealNex and KW Command, keeping data accurate and current and logging follow-ups and opportunities.
- **Prospecting & research:** Build prospect and call lists by property type, industry and location, and gather property, ownership and market data, including sale and lease comparables, for broker outreach and client reports.
- **Marketing & listings:** Took over team marketing; maintain the Current Listings Portfolio and the monthly Commercial Minute market-update presentation, prepare listing materials for GSMLS and Bright MLS, and run targeted campaigns for active listings.
- **Social media & content:** Manage the team's 90-day social media content calendar and individual broker content plans, producing approved graphics and video scripts for the Team Leader and each specialist.
- **Events, vendors & office:** Coordinate client meetings, property tours and networking events, and work with photographers, printers and other vendors on marketing assets, supplies and logistics.
- **AI & systems:** Use Claude with Google Workspace to draft documents, presentations and content, verifying AI output against approved templates and source documents before anything goes out.

Virtual Assistant

APR 2026 – JUN 2026

Wasilah Co. · Remote

- Provided remote executive and client support to leadership, managing inboxes, scheduling and day-to-day coordination.
- Created and scheduled social media content across multiple platforms and managed the company LinkedIn page.
- Built and maintained client websites in GoHighLevel, including layouts, copy and on-brand visuals.
- Drafted polished client communications and used Claude and ChatGPT to speed up drafting, research and routine admin work.

Executive Assistant – Client Support & Administration

SEP 2024 – MAY 2025

VBallRecruiter.com Inc. · Remote, US-based company

- Delivered client and administrative support in a fully remote role for a US-based recruiting business.
- Managed email, scheduling and follow-ups, and maintained organized records and databases for reliable reporting.
- Supported leadership with research, coordination and task prioritization, freeing their time for high-impact work.

Virtual Assistant (Part-Time)

OCT 2023 – JUL 2024

ODEM Group of Companies · Remote

- Handled remote administrative and client-facing support, including inbox management, scheduling and online communications.
- Coordinated social media content and posting to maintain a consistent brand presence.
- Streamlined daily admin tasks so leadership could focus on core business priorities, while maintaining confidentiality across all client interactions.

Store Lead – Sales & Customer Relations

SEP 2020 – SEP 2024

Damus Building Solutions · Princes Town, Trinidad & Tobago

- Led daily store operations as the primary point of contact for walk-in and repeat customers.
- Built client relationships that drove repeat business, referrals and loyalty, resolving concerns with a focus on de-escalation.
- Consistently met and exceeded sales targets through consultative selling and account follow-up.
- Trained and supervised staff on service standards, sales processes and store procedures; managed inventory, appointments and security.
- **Awarded:** Top Performing Store (Princes Town), 2023.

EDUCATION & CERTIFICATIONS

Advanced Supervisory Management
University of the West Indies, ROYTEC

Certificate in Business Management
University of the West Indies, Open Campus

Claude 101: AI Fluency Certification
Anthropic

Canva Essentials
Canva Design School

Executive Assistant Foundations · The Trusted Virtual Assistant Playbook · How To Be The Greatest Virtual Assistant · Project Management for Beginners
Virtual Latinos

ADDITIONAL HIGHLIGHTS

- Fully remote since 2023, working US Eastern business hours from Trinidad & Tobago; experienced supporting US and global clients across email, WhatsApp and online platforms.
- C1 English (written and verbal); tech-forward and quick to bring new tools and AI workflows into daily operations.