

ANA CRISTINA OCHOA

Creative, Publishing & Operations Support

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PROFESSIONAL PROFILE

Creative and operations support professional with 10+ years of experience in publishing production, project coordination, client documentation, customer support and digital content. Brings design, technical and organizational skills to remote teams, with administrative support for real estate transactions and attention to clear communication, accurate records and deadlines.

PROFESSIONAL EXPERIENCE

AEROS

Creative, Publishing, Operations & Real Estate Support

- Create branded marketing materials, social media assets, newsletters and digital content.
- Format print books, eBooks, EPUBs and PDFs, with careful layout and final-file quality control.
- Prepare client-facing documents, proposals, legal drafts, templates, guides and handbooks.
- Coordinate projects, revisions, approvals, records, deadlines and client communication.
- Support websites, mailing lists, customer service, technical troubleshooting, mentoring and quality reviews.

Real Estate Virtual Transaction Manager

- Maintain transaction checklists, calendars and milestone reminders using dates provided by the agent or transaction team.
- Organize contracts, addenda, disclosures and supporting documents; track missing signatures and outstanding items for agent review.
- Coordinate administrative updates among agents, clients, lenders, title and escrow teams, and other service providers.
- Schedule inspections, appraisals, walkthroughs and closing appointments at the team's direction.
- Update CRM records, transaction trackers and agent-approved MLS information, keeping listing details and status reports current.
- Prepare closing checklists, follow up on outstanding documents and archive completed transaction files.

CORE SKILLS & TOOLS

Publishing & creative: Book formatting, print layout, eBook production, EPUB conversion, Adobe InDesign, Photoshop, Illustrator, Premiere Pro and Canva.

Operations & real estate: Transaction checklists, milestone tracking, document organization, CRM and MLS updates, scheduling, workflow coordination and client communication.

Digital tools: Microsoft Core Productivity tools, Google Workspace, WordPress, Mailchimp, ActiveCampaign, GetResponse and automation monitoring.

EDUCATION

Bachelor of Science in Computer Engineering | AMA University