Carolina Cravens

Estate and House Manager

Dallas Fort Worth, Texas. Available to live on site.

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Relocation: US, Spain and Latin America

154	4.79	9	2
Airbnb guest reviews	out of 5 stars, Superhost	properties for a private family	native languages

Property and guest management

Property Manager, Private Family Residential Portfolio

San José, Costa Rica. On site and remote. November 2024 to present.

- Run 9 apartments for a private family: vendors, maintenance, property condition, calendar.
- Keep the family's holdings and affairs strictly confidential.
- Coordinate cleaners, maintenance, contractors, gardeners, groundskeepers, security, cooks and event staff.
- Wrote the operating procedures the properties run on. Cut turnaround 60%.
- Keep occupancy consistently high across the portfolio.
- Letter of recommendation from the owners available.

General Manager, Arty Walled Apartment, Airbnb

San José, Costa Rica. 2021 to present.

- Earned Superhost status with 154 guest reviews and a 4.79 out of 5 rating.
- Handle every part of the guest stay: bookings, arrivals, requests and departures.
- Solve problems fast, often remotely, and turn guest feedback into better reviews.
- Raised occupancy with standout listings and social media content.

Corporate, luxury and events

Digital Designer, Marketing. Legacy Housing (Nasdaq: LEGH)

Bedford, Texas. August 2026 to present.

- Point of contact for sales, engineering and leadership on design and web projects.
- Hired for one project, trusted with eight.
- Organize company expos end to end: materials, kits, floor plans and booth logistics.
- Built the vendor delivery record, project schedule and punch list an outside developer works from.
- Handle confidential projects before public release.

Personal Assistant and Luxury Expo Manager

Pacific Northern, Inc. March 2022 to December 2024.

- Personal assistant to leadership while running several luxury projects at once.
- Managed expos and brand projects for LVMH, L'Oréal, Dior Beauty, Signet Jewelers and IWC North America.
- Kept unreleased products and launches confidential, as luxury houses require.
- Delivered on deadline, from first brief to final delivery.
- Letter of recommendation available.

Management Assistant. Club Unión

San José, Costa Rica. 2014 to March 2017.

- Supported the management of Club Unión, a private members' club.
- Member relations and hospitality, with member records kept in a CRM system.
- Coordinated member programs and club activities.

Profile

Bilingual property and household manager who runs homes, guests and vendors with corporate discipline.

Today I manage a private family's portfolio of 9 apartments and properties in San José, Costa Rica, plus an Airbnb Superhost apartment.

Luxury houses and a private members' club taught me the standard, and the discretion that comes with it.

Core strengths

- Household and property operations
- Guest, member and principal relations
- Vendor, contractor and project management
- Events and logistics, end to end
- Confidentiality and discretion
- I never handle household funds
- Household systems, SOPs and property tech

Languages

English and Spanish, native, spoken and written.

Education

Bachelor of Fine Arts (BFA)
The Art Institute of Dallas, 2015 to 2020.

A lifelong love of art and technology.

References

Letters of recommendation from Pacific Northern and from the private family owners in Costa Rica.

References on request.