

First and Last Name

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PROPERTY MANAGEMENT PROFESSIONAL

Results-driven property management and customer service professional with proven record of optimizing operations in service of organizations' missions and values. Hands-on supervisor capable of leading an energetic team to success within a fast-paced industry. Dedicated to providing the most positive customer/client experience possible with the resources available. *Areas of expertise include:*

- Operations Management
- Customer Service
- Budgeting and Variance Reports
- Due Diligence
- Staff Training and Recruitment
- Accrual Reports
- Collections and Delinquency
- Sales Management

PROFESSIONAL EXPERIENCE

AAA RESIDENTIAL MANAGEMENT • City, ST

YYYY-Present

ASSISTANT PROPERTY MANAGER

Support general property administration and manage operations of the apartment community daily. Schedule appointments for showing and renting units and process paperwork for new residents moving in. Perform move-in and move-out inspections and calculate applicable charges for damages; determine market readiness and maintain aesthetics of each apartment. Write up three-day notices and initiate eviction procedures when necessary.

- Lowered a property at 4% delinquency to under 1% through aggressive account management.
- Improved customer relations by offering crucial support where otherwise lacking.

XYZ APARTMENTS - THE ABC COMPANY • City, ST

YYYY-YYYY

ASSISTANT COMMUNITY DIRECTOR

Prepared monthly rent roll and renewal report to maintain consistent records and ensure profitability on a month-to-month basis. Performed compliance and due diligence for a wide variety of properties, including properties in Ohio and Indiana. Managed studious records of keyless entry cards and remotes. Ensured consistent, thorough collection, posting, and depositing of rent, security deposits, and other revenue. Trained new staff members and provided regular feedback. Evaluated vacant units and gave permission once properties were ready for move-in. Solicited residents for lease and lease renewal to boost the volume of long-term residents.

- Promoted from assistant community director of a small property to a 514-unit property within just eight months of hire.
- Achieved peak collections of 475K, far outpacing the previous maximum collected amount of 370K.
- Boosted revenue by cutting delinquency from an average of 19K to under 1K within first four months of hire.

GROCERY STORE • City, ST

YYYY-YYYY

SERVICE MANAGER

Provided outstanding customer service by greeting and assisting each customer. Efficiently resolved issues and handled inquiries in person and by phone. Interviewed, recruited, and trained new team members and provided consistent performance feedback and coaching to meet or exceed quarterly goals. Mentored staff members through sales, inventory-taking, and reconciling cash receipts.

- Promoted from bagger to service manager within a brief timeframe based on excellent customer service and ability to build a strong rapport.

EDUCATION

Bachelors of Science, Major
College, City, St (YYYY)