

IAN WILLIAMS

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EXPERIENCE

June 2018 – Present Greystar Seattle, WA

Assistant Community Manager

- Timely and accurate allocation of funds for a multi-building apartment community with a yearly revenue of over \$6 million.
- Customer service focused approach to day-to-day responsibilities, such as collecting rent, answering resident inquiries, coordinating service requests, and assisting vendors.
- Provide assistance to the leasing team with their common duties, including generating or renewing leases, answering phone and email inquiries from prospects, and touring the property with prospective residents.
- Deliver insight and on property analytics to the Senior Community Manager, in addition to helping compile reports for ownership.

Feb 2016 – May 2018 Starbucks Coffee Company Seattle, WA

Lead Supervisor

- Managed daily operations in a high-volume store with annual sales over \$1.7 million.
- Responsible for placing supply and merchandise orders, ensuring operating expenses are in line with annual budget.
- Developed positive relationships with team by understanding and addressing individual motivation, needs, and concerns.

Mar 2013 – Dec 2015 Inspire Brands Ellensburg, WA

Assistant Store Manager

- Directly accountable for growing and developing a \$1.5 million per year asset.
- Inherited underperforming store and immediately focused on improving overall conditions by increasing customer retention through staff training, which resulted in higher customer satisfaction scores, accompanied with a growth of gross sales by 15% annually.
- Received special achievement award from company in recognition of excellence in Customer Experience, highlighted by overall survey scores, being singled out specifically by customers, and year over year growth in survey metrics.

SKILLS

- Strong understanding and proficiency in the operation of Windows computers and the Microsoft Office Suite.
- Basic knowledge of Python. (Self-taught, ongoing)

EDUCATION

2010 – 2012 Central Washington University Ellensburg, WA

Bachelor of Science, Electrical Engineering

- Did not graduate