

Corey Michael Ballard

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Skills

- Excellent customer service and social skills.
- Proficient with Microsoft Office Suite and GSuite.
- Ability to install and utilize Linux, Windows, Mac, or mobile operating systems efficiently.
- Strong understanding of hardware and building/setting up computers.
- Ability to offer desktop support and troubleshoot remotely.
- Experience with Identity Access Management(IAM).
- Understanding of TCP/IP Networking.
- Experience with virtual machines, VMWare, and deployment.

Experience

IT/GSuite Administrator

MEB Management Services (Phoenix, AZ)

February 2021 - Present

- Setup new hires in Active Directory and GSuite.
- Setup new hires with necessary hardware for their workspace.
- Manage VOIP system assigning a DID number and physical phone for the corporate office staff.
- Maintain corporate inventory/orders such as laptops, docking stations, monitors, etc.
- Oversee Gmail inbox security, groups, and licenses.
- Troubleshoot CRM and database related issues.
- Troubleshooting/Support for staff and office devices.
- Monitor ticketing system for all sites and direct workflow.
- Compile reports based on ticket metrics on a monthly basis.
- Oversee digital document storage in Google Drive including folder creation, permissions, and access.

Computer Technician

Datafast (Peoria, AZ)

October 2020 - February 2021

- Troubleshoot and repair client hardware and software issues remotely, in-store, and on site.
- Provide support for clients over the phone and in person.
- Install networking infrastructure such as switches, wireless access points, and cabling on-site.
- Install new computers, televisions, and phone systems on-site.

Licensed Realtor

Keller Williams Realty (Scottsdale AZ)

March 2020 - September 2020

- Assist clients with every step of the home buying and selling process from beginning to end.
- Coordinate showings, marketing, and home inspections.
- Draft real estate contracts and act as a resource for any questions or client concerns.

Property Manager

GoldenWest Management (Phoenix AZ)

October 2019 - February 2020

- Manage a portfolio of over 170 single family rental homes in accordance with AZRE law.
- Create daily, monthly, and weekly reports within Excel.
- Monitor and orchestrate lease renewals and ensure tenant retention.
- Conduct problem solving and communications between both tenant and landlord.

Assistant Business Manager

Alliance Residential (Tempe AZ)

June 2018 - October 2019

- Facilitate rent and delinquency collections and accommodate resident requests.
- Utilize accounting and database software to generate accurate reporting.
- Assist Business Manager with compiling reports, resident feedback, and market research.

Community Manager

Parkside Apartments (Tempe, AZ)

October 2015 - June 2018

- Oversee day to day operations for a 123 unit apartment complex such as renovations and maintenance.
- Ensure all invoices are paid in a timely manner while managing property expenses in a budget.

- Assist residents and prospects with paying rent, leasing, and understanding the lease agreement.

Education

Rio Salado Community College <i>Associate of Arts</i>	2017
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Mesa Community College Real Estate Salesperson License	2017
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Certificates

CompTIA A+ Certification (2020)

Certifies competency of IT related troubleshooting in a professional environment.

Dale Carnegie Sales Certification (2019)

Training on leasing and sales with applicable Dale Carnegie concepts.

Contract Writing in Real Estate (2017)

Evaluation and understanding of compiling real estate contracts.