**Donna Schoeben**

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**(360)632-7080**

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**Objective:**

**To obtain a long-term career opportunity where I can apply my customer service and administrative skills that I have acquired over the years.**

**Professional Highlights:**

* **Ability to make decisions by recognizing established precedents, practices, and procedures, while utilizing knowledge of problem solving and conflict resolution.**
* **Self-motivated professional who excels at meeting critical deadlines and timely results, while taking ownership and responsibility.**
* **Regarded by peers and supervisors as an individual who possesses a high caliber of integrity, work ethics and knowledge.**
* **Excels at handling complaints, settling disputes, and resolving grievances and conflicts, or otherwise negotiating with others**
* **Proven success at analyzing information and evaluating results by choosing the best solution when solving problems**
* **Top Leasing and collections within companies that I have worked for**

**Skills and Abilities:**

* **Manage and oversee all property managers, operations, maintenance, and administration of residential properties, including preventative maintenance in various regions and states**
* **Handle employee relations and issues, including payroll, hiring, employee coaching and discipline, and benefits**
* **Assist with onboarding new property acquisitions and set up**
* **Knowledgeable in Word, Outlook, Adobe, Yardi, Onesite/Realpage, AMSI, On-site and AppFolio**
* **Plan, schedule, and coordinate general maintenance, major repairs, and remodeling projects**
* **Prepare detailed budgets and financial reports and monitor strict adherence to budget expectations**
* **Maintain contact with insurance carriers, fire and police departments, and other agencies to ensure protection and compliance with all codes and regulations**
* **Solicit and analyze bids from contractors for repairs, renovations, and maintenance**
* **Market and lease vacant space to prospective tenants through advertising, community partnering and other methods, including social media**
* **Handle all accounts payable and accounts receivable duties, including scanning and posting/depositing payments for different states and regions**
* **Prepare and ensure accuracy of all government documents and compliance paperwork, while closely adhering to government regulations, and prepare and send resident files to attorney for evictions**

**Employment History**

* **2/2006-09/2011 FPI Management Inc Community Director**
* **2/2013-1/2019 Mercy Housing Management Group INC Property Manager**
* **2/2019-08/2019 Klein Family Properties Receptionist/Compliance Officer**
* **2/2020-11/2021 Ness Management LLC Senior Property Manager/Regional Manager**

**Education:**

* **OSHA, Fair Housing, Employee Coaching and Discipline, Emergency Preparedness and Crisis Response, Preventative Maintenance Education and Practices**
* **Washington State Real Estate License**
* **HUD/Section 8, Rural Development, LIHTC Education/Experience**
* **Bachelor of Arts Parks and Recreation Western Washington University**
* **Volunteer Arlington Food Bank**