

Heather Rueda

Renton, WA

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Authorized to work in the US for any employer

WORK EXPERIENCE

Assistant Property Manager

First Pointe Management Group - Bellevue, WA

Provide excellent customer service. Ensure accuracy in monthly file audits. Provide money safe handling practices by conducting deposits of residents checks or money orders. Provide daily/weekly /monthly administrative reports as required by the property manager. Create a positive company culture for employee retention.

Property Manager

TRINITY PROPERTY CONSULTANTS - Everett, WA - January 2017 to April 2017

Provide Superior Customer Service.

Assist in Sales, meeting target goals monthly, occupancy retention, payroll, practice money safe handling, assist with monthly residential events.

- Provide and implement strategic marketing plans to attract and retain residents.
- Create a positive company culture for employee retention.
- Provide daily/weekly/monthly reports as required by Regional Managers in addition to maintain communication with invested parties on status of property.
- Provide and maintain resident applications, renewal applications, and any discounts in accordance to the Fair Housing Act.
- Promptly report property liability claims, employee worker's compensation claims, and property loss claims according to company policy.
- Organize, implement and practice site natural disaster plans and emergency evacuation plans.

Assistant Property Manager

TRINITY PROPERTY CONSULTANTS - Kent, WA - June 2016 to February 2017

Provide superior customer service. Assist in sales, meeting target goals monthly. Clerical phone support. Handle high call volume, hold and create residential events, specialize in outside marketing, greet guests prospective tenants in a positive/professional manner. Exhibit leadership and communication skills.

Assistant Property Manager

Trinity Property Consultants - Renton, WA - October 2015 to June 2016

Responsibilities

Provide superior customer service

Assist in conducting market surveys

Show, lease, and move in prospective community members

Update unit availability daily

Process rental applications

Process maintenance work orders

Adhere to the Trinity operating procedures and policies

Receive and process collections in accordance with company standards

Collect past due balances from former community members

Clerical and phone support

Maintain all resident files, ensuring completeness and accuracy of all paperwork and documentation

Maintain a calendar of scheduled move-ins, ensuring all move-in appointments are completed and all apartments are inspected to ensure all apartments are move-in ready to Trinity's standards

Demonstrate ability to resolve resident complaints and direct pertinent issues and matters to the Community Manager

Conduct community member move-out apartment inspections and complete deposit accountings with Community Manager's approval

Maintain all account records and transactions including NSF's, rent allowances, concessions, rent increases, and other management approved debits and credits

Additional tasks or duties assigned by Community Manager

Accomplishments

-Brought up occupancy rate from 93% to 98%.

-Creatively strategized community events held to ensure resident retention, and customer satisfaction.

-Conducted outside marketing for concessions based off of local businesses and up-to-date specials.

-Maintain a commitment to ongoing professional development and career growth through our company's continuing education programs.

Skills Used

Handle high stress situations effectively

Exhibit strong leadership skills

Excellent communication skills

Superior collection skills

Administrative and organizational skills

Time management skills and ability to prioritize wisely

Customer service orientation

Strong sales background

Knowledge of state law as it relates to fair housing

Leasing Consultant

Trinity Property Consultants - Lynnwood, WA - December 2014 to October 2015

Responsibilities

Providing superior customer service

Assist in complete market surveys

Show, lease and move in prospective community members

Update unit availability daily

Process rental applications

Process maintenance request

Receive collections in accordance with Trinity's standards

Clerical and phone support

Maintain all community members files, ensuring completeness and accuracy of all file documentation

Maintain a calendar of scheduled move-ins, ensuring all move-in appointments are completed, all apartments are inspected to ensure all apartments are move-in ready to the Trinity's standards

Demonstrate ability to resolve resident complaints and direct pertinent issues and matters to the community manager

Conduct community member's move-out unit walks .

Additional tasks or duties assigned by Community Manager

Accomplishments

Contributing to/maintaining resident occupancy at 96% or higher.

Maintain a commitment to ongoing professional development and career growth through our Companies continuing education programs.

Received a job promotion to Assistant Property Manager at a sister property

Skills Used

Intermediate computer and Internet knowledge

Intermediate knowledge of MS Word, Excel and Outlook

Prefer knowledge of the following software programs: Yardi, Voyager, PopCard, Entrata, Resident Check.

Practiced depositing money and safe-handling.

Staying up- to-date on fair housing, and grace hill training courses.

Starbucks barista trainer

Starbucks Corporation - Lynnwood, WA - June 2013 to August 2014

Responsibilities

Every day I have the responsibility to maintain the cleanliness of the store, the ability to teach and mentor my partners, and to impact each customer's day with the high quality service that Starbucks is known for.

Accomplishments

I have been able to creatively inspire my coworkers to compete in our customer voice surveys each month.

I have also been in charge of distributing the weekly tips, as well as teaching every coworker about our safety and secure procedures that we need to know every month of the year.

Skills Used

Delegation, leadership, organization, sanitization standards, customer service skills, working well under pressure.

EDUCATION

General education

Cedar Park Highschool - Bothell, WA

2008 to 2012

SKILLS

Customer Service Skills (3 years), Strong sales Background (3 years), Outside Marketing (2 years),

Achieved Rookie Assistant Manager of the year Award (1 year)

AWARDS

Rookie Assistant Manager of the Year

December 2016

Received award for rookie assistant Manager of the year for Trinity property consultants - for going above and beyond, attention to detail, and patience.