

Stephanie K. Spoonamore

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SKILLS & QUALIFICATIONS

<ul style="list-style-type: none">★ Twelve (12)+ Years Of Administrative/Office Management Experience w/ Strong Leadership Skills; Highly Experienced Overseeing Day-To-Day Office Operations, Directing Work Flow, While Providing Top-Level Organization & Communication Skills★ Exceptional Data Entry Skills: Ability To Produce High Production Rates Typing 65-70wpm, While Still Maintaining A High Degree Of Accuracy (85%)★ 6+ Years of Accounting/Bookkeeping Expertise; Proficient In QuickBooks & Wave Software; Managing Companies A/P & A/R Accounts, Journal Entries, Reconciling Accounts, Balance Sheets, & Preparing & Processing Payroll★ Experienced With Billing & Collections Procedures: Sending Monthly Invoices, Calling On Delinquent Accounts; Tracking Resident Payments/Ledgers, Filing Evictions As Needed★ Highly Experienced Using Dropbox Or Google Drive, As Well As Implementing Advanced Filing And/Or Coding Systems In The Office For Fast & Easy Access	<ul style="list-style-type: none">★ 10+ Years Of Leasing/Property Management & Real Estate Experience; Exceptional & In-Depth Knowledge of Real Estate, Property Management, Leasing, Fair Housing Laws, Housing Contracts, Rent Collections, Eviction Laws; MSHDA, RD & LIHTC properties★ Experienced Working Directly With Maintenance & City Officials To Bring Properties Up To City Housing Codes In Order To Obtain Rental Certificates, Funding & To Ensure & Enhance Resident Satisfaction & Operational Performance★ Proficient Using Microsoft Office Suites, Realpage, YARDI, YARDI Voyager, Propertyware, AMSI & Other Lease/Property Mgmt. Software, & All Social Media Platforms; Extremely Computer Savvy★ Highly Experienced With Advertising Available Properties On Rentlinx, MLS, Craigslist, Zillow, As Well As All Social Media Platforms; Using Effective Marketing Initiatives, Promotional Strategies To Optimize Occupancy Rates★ Hands On Experience With Implementing Policies, Rules, and Regulations To Ensure Appropriate Resident Living	<ul style="list-style-type: none">★ 13 Years Of Customer Service Extremely Dedicated To Customer Satisfaction: Always Willing To Go The Extra Mile To Help Ensure Satisfaction; Whether In Person, By Phone, Or Email★ Ability To Adapt To Diverse Work Styles, Take On New Tasks & Challenges, While Consistently Providing Professional, Friendly & Personable Service; Very Flexible★ Exceptional Listening & Problem Solving Abilities: Using Initiative & Persistence, and Always Maintaining Professionalism, Integrity & Loyalty.★ Strong Interpersonal Skills: Excellent Communication Skills, Negotiation & Closing Techniques★ Detail Oriented; Ability To Prioritize & Balance Multiple Tasks Within Deadline-Driven Environments★ Dedicated Team Player With Ability To Interact Professionally With All Clients, Customers, Employees & Management
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RELEVANT PROFESSIONAL EXPERIENCE

PRINCETON MANAGEMENT - MOUNT PLEASANT MI PROPERTY MANAGER

NOVEMBER 2023 - CURRENT

- ★ Managed and oversaw daily operations of 236 unit apartment ensuring efficient and smooth functioning of all aspects of property management while successfully leading 6 employees
- ★ Implemented stricter collection policies reducing delinquency status within 2 months getting it from 20k monthly down to \$2k while still maintaining 100% occupancy rates.
- ★ Negotiated and enforced lease agreements, addressing legal and financial considerations, and ensuring compliance with property regulations and policies
- ★ Handled Any Tenant Complaints Or Emergencies While Working Directly With Maintenance To Ensure They Were Completed In A Timely Manner
- ★ Ensure Accurate & Timely Submittal Of Timesheets For Employees

Stephanie Spoonamore's Resume

MILLENNIA HOUSING - MOUNT PLEASANT MI 2023 - COMMUNITY MANAGER

FEBRUARY 2022 - OCTOBER 24

- ★ Managed All Aspects Of Two HUD/LIHTC Apartment Communities (Family Apartments & 65+ Senior High Rise) 189 Units
- ★ Successfully Lead & Directed 6 Employees (Office Staff, Maintenance, Grounds & Housekeeping).
- ★ Marketing Upcoming Vacancies While Working On Waiting List To Ensure Occupancy Stays At 100% While Also Making Sure Applicants Meet Criteria
- ★ Review & Enter All Invoices Into Nexus Software
- ★ Control & Maintain Expenses According To Established Budget
- ★ Ensure Properties Are Up To Housing Codes & Able To Pass REAC and MOR inspections, As Well As Maintaining Required Housing & Company Quality Standards
- ★ Conduct Initial Lease Process With Certification While Submitting To Compliance Department For Accuracy For Annual Recertifications for HUD and Tax Credit Compliance
- ★ Handled Any Tenant Complaints Or Emergencies While Working Directly With Maintenance To Ensure They Were Completed In A Timely Manner
- ★ Ensure Accurate & Timely Submittal Of Timesheets For Employees
- ★ Reporting Of Weekly & Monthly Reports As Requested By Regional Manager Including Monthly Variance Reports

WODA COOPER PROPERTIES -MILAN, MI COMMUNITY MANAGER

SEPTEMBER 2017 - NOVEMBER 2021

- ★ Managed All Aspects Of Two LIHTC/RD Apartment Communities (Large Apartment & 55+Community)
- ★ Successfully Raised Apartment Occupancy From 75% To 95% Within One Month
- ★ Managed All Expenditures To Ensure The Community Is Receiving The Greatest Value For Each Outlay; Ensuring That Each Property Operates Within Budget
- ★ Reporting And Preparation Of Weekly and Monthly Reports, Delinquency Report Update, Move-In/Move-Out Inspections, Invoices, Final Security Deposit Disposition
- ★ Responsible For Identifying Areas Of Improvement To Improve The Efficiency, Productivity, And Profitability Of The Community.
- ★ Marketing Upcoming Vacancies While Working On Waiting List To Ensure Occupancy Stays At 100% While Also Making Sure Applicants Meet Criteria
- ★ Trained & Developed Leasing Consultants On An On-Going Basis; On Yardi Property Management Software & Fair Housing Policies
- ★ Coordinated The Apartment Make-Ready Process, Leased Apartments To Prospective Residents And Managed The Sales Process From Start To Finish & Worked Side By Side With Maintenance
- ★ Collect, Post, and Deposit Rents/Security Deposits and Other Community Income On A Daily Basis.

CENTURY 21 AFFILIATED & SHOWCASE INVESTMENTS ANN ARBOR,. OFFICE MANAGER/LICENSED REAL ESTATE ASSISTANT

DECEMBER 2015- AUGUST 2017

- ★ Successfully Maintained Daily Administrative Tasks, Sales, Marketing & Transaction Coordination For Real Estate Team Of 5 Agents & Senior Loan Officer; While Also Managing Owner's Investment Portfolio [Showcase Investments LLC] As Listed Below-
- ★ Obtained Real Estate License To Show Clients Homes, Marketed & Sold Property For Clients, Host Open Houses And Advertising Online Through Real Estate Websites, Social Media Platforms and Through Print Outs
- ★ Followed Up With Prospective Buyers To Understand Their Property Needs And Preferences; Implemented And Maintained Follow Up System For All Incoming Leads; Drastically Increasing Team Response Time By Almost 50%
- ★ Designed & Prepared Comparative Market Analysis' [CMA] Packages For Agent's' Listing Appointments With Potential Clients
- ★ Compiled Information & Entered Listing Data Into MLS Ensuring 100% Accuracy & Fast Production Rates; Also Creating Unique Ads
- ★ Used My Knowledge & Experience To Recommend & Guide Deployment Of An Improved Filing & Tracking Software Which Optimized Property Management & Accuracy Of Lease and Resident Information; Making More Efficient Business
- ★ Reduced Rent Delinquencies By 30% Within First 6 Months By Utilizing Better Applicant Screening & Implementing Stricter Policies
- ★ Advertised Vacant Homes, Scheduled Appointments, Took Prospects On Tours Of Available Units & Explained Positive Features Of The Properties; & Leasing Requirements, Processed Applications, Executed Move-In/Move-Out Procedures, & Lease Renewals
- ★ Collected Rent, Tracked Delinquencies, Coordinated Collection Procedures, Prepared & Sent Files To Attorney For Eviction As Needed
- ★ Served As Central Point Of Contact For Company; Communicated Effectively With Owners, Residents, Prospects & Vendors;
- ★ Processed Move-Outs & Inspected Vacant Units For Damage; Coordinated & Scheduled Maintenance For Quick Turnovers
- ★ Worked On QuickBooks Entering Journal Entries, Checks Paid, Managing A/P & A/R & Reconciling Accounts For All Clients,

Stephanie Spoonamore's Resume

- ★ Approved Timesheets & Invoices For Payroll For Employees and Contractors; Prepared and Processed Payroll
- ★ Conducted & Organized Weekly Meeting With Maintenance To Ensure Work Orders Were Being Finished In Timely Manner

PROVIDENT REAL ESTATE & ASSET MANAGEMENT, ANN ARBOR, MI ASSISTANT PROPERTY MANAGER

MAY 2013- DECEMBER 2015

- ★ Assisted Property Manager With Successful Management of 90+ Residential Properties & Maintained High Occupancy Rates;
- ★ Managed Entire Business While Owners Were Out Of The Country On Multiple Occasions
- ★ Created Ads For Vacant Units, Took Prospects On Tours, Answered Questions, Explained Leasing Terms & Application Requirements, Processed Rental Applications, Prepared Lease Agreements, Processed Move-Ins & Move-Outs & Executed Lease Renewals
- ★ Collected Rent, Entered Into Software, Tracked Delinquencies & Sent Out 7 Day Notices For Unpaid Rent & Prepped For Eviction
- ★ Met Every Morning With Maintenance Supervisor To Discuss Open Work Orders & Determine Their Schedule For The Day
- ★ Completed Weekly Reports Using Excel To Show Total Properties Vacant/Occupied, Upcoming Move-In/Move-Out Status, List Of Lease Renewal Letters Sent 30/60/90 Days Before Lease Expiration Day, Open Work Orders, Rental Income & Delinquencies
- ★ Worked On QuickBooks Entering Journal Entries, Checks Paid, Managing A/P & A/R & Reconciling Accounts For All Clients

AMERICAN RESTAURANT SERVICES, DETROIT, MI OFFICE MANAGER

AUGUST 2011 - MAY 2013

- ★ Independently Ran Detroit Branch Of Company Until They Sold Other Half Of Company & Moved Back To Canada In May 2013-
- ★ Scheduled and Organized Monthly Meetings With Other Branch Managers & CEO – Prepped & Went Over Monthly Budgets
- ★ Customer Service: Greeted Customers, Handled Complaints & Found Prompt Resolutions To Issues
- ★ Managed Company's Finances Using QuickBooks To Create Journal Entries & Track Bank Balance, Entered Invoices, Processed & Printed Payroll Checks For 150+ Contractors Bi-Weekly; Posted Receivables & Reconciled Bank Accounts & Daily Cash Position
- ★ Checked Mail, Tracked Checks Received & Prepared Bank Deposit Slips; Took To Bank & Recorded/Filed Receipts
- ★ Handled All Billing & Collections; Tracked Delinquent Vendor Accounts
- ★ Processed Applications; E-Verified Each Applicant
- ★ Answered Multi-Line Phones, Made Important Phone Calls, Sent Emails & Scheduled Appointments As Requested Using Outlook

FIRM FOUNDATIONS REALTY GROUP – WILLIS, MICHIGAN OFFICE MANAGER/ADMINISTRATIVE ASSISTANT

JUNE 2009 – AUGUST 2011

- ★ Contacted Contractors To Inspect Properties, Complete Field Reports & Complete BPO's
- ★ Worked On QuickBooks Entering Journal Entries, Checks Paid, Managing A/P & A/R & Reconciling Accounts For All Clients,
- ★ Approved Timesheets & Invoices For Employees and Contractors; Prepared and Processed Payroll
- ★ Entered Up To 50 Work Orders Online & Filled Out Detailed Property Reports & Sent To Five Brothers, Single Source & Eclipse
- ★ Handled Important Business Calls, Scheduling Appointments, Faxed & Scanned Paperwork, Organized Files Online & In Filing Cabinets
- ★ Utilized Microsoft Word, Excel & Outlook For All Aspects Of Job; Used On Daily Basis
- ★ Ran Errands As Needed, Took Pictures Of Properties, Inspected Properties, Got Office Supplies & Anything Else Needed