

Robert Gonzalez

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Summary

Highly motivated analytical technical support representative with experience in designing, developing, and delivering successful training programs and software solutions. Critical thinker who addresses and assess organization's support issues and needs quickly, efficiently and who consistently exceed performance standards.

Employment History

AVENUE 5 RESIDENTIAL – Phoenix, AZ

Advanced Systems Support Specialist – October 2016 to Present

- Conduct forensic accounting and apply system fixes for critical issues affecting the organization's data and financial integrity for its multiple clients.
- Complete full Yardi Systems implementation of stabilized and new construction assets acquired by the organization.
- Transfer previous management company's data into Yardi Systems using ETL transfers and SQL code.
- Manage and repair performance of the organization's multiple business applications that range from Yardi Voyager, Real Page OneSite, Salesforce, to RentCafe, RainMakers, YieldStar, RENTmaximizer, Conserve, and BlueMoon.
- Respond and manage incoming service desk tickets through Phone, Email and Service Desk software.

COLONY STARWOOD HOMES – Scottsdale, AZ

Sr. Systems and Training Support Specialist – December 2013 to October 2016

- Identify and develop system resolutions for major production errors affecting the organization's multiple management systems, such as Yardi, PayScan, CHECKscan, Yardi Residential Screening, Concur, Conserve, ADP, PayLease and Entrata.
- Setup new properties in Yardi while importing migrated data from other property management software using ETL transfers and SQL code packages into Yardi.
- Maintain Accounting Software through implementations and best practices in relation to 1099s, AP, AR, G/L, and Financial Reporting & Analytics.
- Assess workforce training needs and develop educational platforms, resources and practices using adult learning theories and industrial technologies for property management software.

BEAZER PRE-OWNED RENTAL HOMES – Scottsdale, AZ

Sr. Property Accountant – February 2013 to December 2013

- Managed over a thousand general ledgers of homes across Arizona, California, Florida, & Nevada while adhering to state landlord/tenant laws.
- Facilitated internal audits through reconciliation of bank statements, transaction reports and residential ledgers.
- Posted funds to appropriate tenant and non-tenant general ledgers using different payment portal interfaces while handling payment concerns or discrepancies.
- Prepared monthly financial reporting statements for CFO by collected data in Yardi using custom and "out of the box" Yardi reports.

BRIDGE PROPERTY MANAGEMENT – Albuquerque, NM

Sr. Property Manager – October 2007 to January 2013

- Managed distressed multifamily residential communities totaling four hundred units while increasing occupancy to ninety-eight percent with a profitable NOI.
- Processed data entry of charges, collected monies, coded payables, and prospect lead information into Yardi Voyager software.
- Oversaw the day-to-day functions of the asset which included budget planning, cost control, leasing forecasting and monthly preventative maintenance.
- Completed all operation aspects including working with vendors/contractors for repairs and remodels, marketing, leasing, move-ins/move-outs, pre-qualifying prospects, tenant move-out reports, tenant issue resolutions, and overall image of building.

Education

ASSOCIATION FOR TALENT DEVELOPMENT – Phoenix, AZ

July 2015

UNIVERSITY OF TEXAS AT EL PASO - El Paso, TX

August 2004 to December 2006