

INMAR LUNA

Minneapolis, Minnesota (949) 610-2675 inmar.luna777@gmail.com

I have experience in sales, management, and now IT as an application support specialist. I am a goal driven individual with a great work ethic who enjoys working with others and solving problems. I am a quick learner with leadership skills and enjoy the challenge of learning new skills, and making positive impacts on a company. I want to succeed anywhere I go and be an asset to my peers, I wish to grow with a company and have a rewarding career path. Thank you for taking the time to look over my resume and considering me for future employment, have a great day



WORK EXPERIENCE

IT Specialist / Application Support

10/2021 to Present

Timberland Partners

Bloomington, MN

- Provide application training on standard process and create and maintain documentation used for training
- Research and test new versions to see how it affects our operations
- Setup and maintain user access, dashboard, and menus
- Assist in implementing upgrades to application system
- Provide on-going support and training to end users
- Manage helpdesk requests from a ticket system and respond promptly
- Assist with the setup of new communities in Yardi

Multi-Site Jr Property Manager

11/2020 to 10/2021

Bigos Management

Minneapolis, MN

- Collect rent and deposit checks
- Investigate and resolve property complaints and rental violations
- Advertise vacant homes
- Inspect properties and arrange for repairs and new materials as required
- Weekly reports of occupancy and availability numbers
- Coordinate with vendors for turns and other property needs
- strong use of Yardi applications (Voyager, RentCafe, CRM)

Leasing Consultant

07/2018 to 11/2020

Bigos Management

Saint Louis Park

- Show apartments and answer prospective residents questions about pricing, amenities, etc.

- Maintain prospect records using proprietary online tools
- Perform background, reference, and credit checks; selected quality tenants and maintained high occupancy rates
- Adhere and stay up to date with Fair Housing Laws
- Coordinate move ins and move outs
- Manage resident needs and complaints while keeping record
- Continue to take on more tasks and keep occupancy high utilizing sales closing techniques and superior customer service
- Prepare legal documents
- Train and develop new team members

Sales Associate

06/2016 to 03/2018

Becker Furniture World

Minnetonka, MN

- Provided outstanding customer service
- Was able to showcase product knowledge and address concerns of clients
- Identified sales opportunities and acted on leads
- Handled all prospective client correspondence, including calls and emails
- Processed customer transactions
- Stayed up to date with product knowledge
- Received a sales award

Store Manager

11/2013 to 04/2016

Vintage Vapours

Lake Forest, CA

- Promoted to Store Manager after a year
- Supervised team members
- Managed store operations
- Managed opening and closing store
- Enforced company policies and procedures
- Managed nightly register totals
- Took inventory and assisted with ordering product
- Handled online website orders and shipping



SKILLS

Management - 4 years

Customer Service - 10+ years

Computer Skills - 5 years

Problem-Solving - 8 years

Microsoft Word and Excel - 3 years

Time Management - -----

Communication - -----

Self-motivation - -----

Adaptability - -----

Detail Oriented - -----



EDUCATION

U of M (Trilogy)

Other

Software Engineering

Minneapolis, MN

08/2021 to Present



LINKS

<https://www.linkedin.com/mwlite/me>

<https://github.com/LunaZ13>