**Makel Layton | Palo Alto, CA | 925-813-0108 |
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About Me: I love providing the best service and finding ways to enhance people's lives. I've learned that connecting with people on a more intimate level helps you to understand their needs. People matter to me and it's a key reason I love to dig into the details. I also love to connect technology initiatives with business strategies. I excel in bridging the gap between technical complexities and stakeholder engagement, translating a company's vision into a compelling narrative and execution for the customer.

Experience:

Sep 2024- Current
Greystar - Operations Support Assistant Manager

Greystar is the largest property management company, overseeing over 1 million units and managing $55 billion in assets. As part of the Performance Strategy Corporate Team, I contribute to enhancing on-site performance across assets.
- Analyze performance reports from platforms like Kingsley and Reputation Management to identify trends, insights, and opportunities for improvement.
- Provide weekly reports to Directors and Regional Managers on key business objectives related to property performance.
- Support on-site performance by reviewing CapEx budgets, financial change forms, and variance reports, identifying opportunities to optimize net operating income for communities generating millions in annual transactions

Apr 2024- Sep 2024
Capgemini @Microsoft – Product Owner (Contract 6 months)

Product Owner of an internal reporting and analytics site within the Microsoft Commercial Marketplace generating billions of dollars in revenue through cloud sales of SaaS products like Microsoft 365. I helped contribute meaningful insights and scalable solutions to encompass the ever-growing business.
- Created clear and concise Technical documentation for the engineering team that led to the implementation of multiple product launches and key features like search bar, Security page, data science page, and support page.
- Utilized Azure DevOps for continuous integration and continuous deployment (CI/CD) of tasks, bugs, user stories, and projects. Contributed to code deployment and review processes, including approving or denying pull requests for code changes as they moved from Development to QA to Production environments.
- Spearheaded the vision and strategy for the Marketplace Intelligence Hub, driving user engagement and satisfaction through effective product management and promotion. Increased User Retention on the website by 55% through user engagement initiatives.
- Worked with a cross-functional team, including UX designers, engineers, data analysts,and data scientists, to deliver product increments on time and within scope. As a Product Owner, I leveraged Scrum to prioritize and deliver, by leading sprint planning, daily stand-ups, and retrospectives.

Mar 2022- Apr 2024
Apartment Management Consultants- Assistant Manager

- Helped manage multiple residential properties, in the absence of a site manager. I helped oversee aspects of operations including, HUD, LIHTC, month end, delinquency, accounts payable, inspections, lease renewals, daily, weekly, and monthly reporting.
- Maintained detailed records of property-related activities, including rent payments, lease agreements, and maintenance requests, ensuring accuracy and compliance.
- Prepared and analyzed monthly and quarterly financial reports, identifying trends and providing actionable insights to improve property performance. Effectively Increased property's revenue by $10,000 by auditing parking assignments and lease renewals.
- Conducted market research to identify competitive rental rates and amenities, advising property owners on pricing strategies and improvement opportunities. Increased property occupancy from 89% to 96% in less than 30 days.
- Coordinated with maintenance teams and external contractors to schedule repairs and renovations, ensuring timely completion and tenant satisfaction.

Certificates:
Google Prompting Essentials
Generative AI for Data Scientists Specialization (IBM)

Education:
University of Michigan |BS:Psychology Minor:Data analytics
Expected Graduation: Fall 2026

Skills & Abilities
Market Research, Lease management, Negotiation, Market research, Stakeholder management, Compliance, Inspections, Vendor management, Contract management, Budget management, Operations Capex,, Prompt engineering, CI/CD, Product management, Prompt patterns, Tree of thought, Chain of thought, Zero shot prompting, Single shot prompting, Few-shot prompting