

CALISTA VAUGHN

Assistant Community Manager

✉ c.vaughn@email.com

☎ (123) 456-7890

📍 Baton Rouge, LA

in [LinkedIn](#)

WORK EXPERIENCE

Assistant Community Manager

The Waters of Baton Rouge

📅 2023 - current 📍 Baton Rouge, LA

- Optimized payment tracking using RealPage, **increasing on-time rent collection rate by 29%**.
- Crafted community newsletters in Canva, growing attendance at local events by 32%.
- Oversaw 19 resident maintenance requests per month on Propertyware, maintaining a response time of 6 minutes or quicker.
- Simplified leasing processes with Zillow Rental Manager, expediting the average vacancy turnover time by 4 days.

Community Relations Coordinator

The Veranda

📅 2020 - 2023 📍 Baton Rouge, LA

- Managed 155+ resident records on Buildium, ensuring complete compliance with state housing regulations.
- Negotiated vendor contracts, saving the apartment committee \$24,996 every year on maintenance and house repair services.
- Used Rentec Direct to automate rent collection, improving on-time payment rates by 22% in one quarter.
- Helped committee members organize 7 high-end events, **boosting resident satisfaction scores by 9%**, according to annual resident feedback email metrics.

Resident Services Coordinator

Baker Housing Authority

📅 2017 - 2020 📍 Baker, LA

- Digitized resident management with the help of Yardi Voyager, shortening application processing by 2 hours.
- Tracked all lease contracts via AppFolio, ensuring 96% of residents renewed their leases before expiring.
- Assisted vulnerable residents in accessing housing services through online marketing, **gaining 33% more registrations** compared to previous years.
- Shifted project coordination to Trello, lowering administrative task turnaround times by 4 days via real-time communication.

EDUCATION

High School Diploma

Baker High School

📅 2013 - 2017

📍 Baker, LA

SKILLS

- Yardi Voyager
- AppFolio
- Buildium
- Rentec Direct
- Propertyware
- RealPage
- Zillow Rental Manager
- Trello
- Google Workspace
- Canva