

Carena Mondragon
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CUSTOMER SERVICE PROFESSIONAL

Profile

- Over 5 years office experience in multiple diverse roles.
 - Excellent working knowledge of Microsoft Office suite of products.
 - Two years in a management leadership role overseeing a staff of two.
 - Well versed in customer service, light sales and advising.
 - Develop plan for resident retention, conduct audits of community performance, process payments, create deposits, light book keeping and maintain/update accurate community records.
 - Excellent at building rapport over the phone and in person.
 - Easily trained and quickly learns new skills and how to apply them.
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Achievements and key skills

- Increased community occupancy from 74% to 96%.
 - Set new record for number of apartments rented.
 - Proactive planning led to notable increase lease renewals.
 - Excellent at organizing office space and workflow.
 - Excellent at daily operation management and improvement.
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Employment

Liberty Management Group, Milwaukie, OR

2010 - present

Customer Service Representative

- Manage all daily operations for two communities totaling 147 units.
- Oversee a staff of two for maintenance and leasing.
- Increase overall occupancy rate of both communities and implement resident retention strategies.
- Quickly and effectively solve resident complaints and work requests.
- Ensure all fair housing guidelines are consistently adhered to.

Eagle Fern Equine Hospital, Eagle Creek, OR

2008 – 2010

Veterinary Technician lead

- Responsible for client record keeping and patient files.
 - Administer patient care under doctor dictation.
 - Maintain stock of medical supplies on two emergency/outcall trucks for each doctor as well as all exam rooms.
 - Schedule appointments, receive payment, order supplies, maintain pharmaceutical stock and prep for all procedures.
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Education

Clackamas High School, Clackamas, OR

2005

Agriculture and business focused, Achieved highest honor Degree in State FFA.

References Furnished Upon Request