

EVALYN SWEET

EDUCATION

University of Oregon
Eugene, OR

August 2014 - December 2018

- Bachelor of Science, Business Administration with Psychology minor

EXPERIENCE

Quicken Loans

May 2020 - Present

Client Advocate

- Represent the Quicken Loans brand to provide the best client experience possible
- Facilitate solutions for mortgage servicing related issues
- Provide knowledgeable information to clients in regard to their mortgage after origination

Asset Campus Housing

March 2019 – January 2020

Assistant General Manager

- Drafted monthly financial reports to General Manager and Ownership team on occupancy, rental receipts, maintenance, and marketing efforts for largest property in portfolio totaling 375 units and 1308 residents
- Hired, trained, and managed team of 4 Managers and 15 Leasing Professionals to ensure compliance with company policies and procedures, Department of Housing and Urban Development and Department of Education regulations, and state and local housing laws
- Closely oversaw accounts receivable to reduce delinquencies from 18% to under 5%
- Conducted audits of accounts payable and maintenance request/action logs to assure accurate and proper reimbursement of outside vendors

Asset Campus Housing

October 2018 - March 2019

Leasing Manager

- Oversaw \$785,000 leasing operation for 375 unit building totaling 1308 residents
- Built and executed a leasing plan to fill and maintain 100% occupancy of available spaces
- Interacted with prospective residents and parents to ensure property features were highlighted and met or exceeded expectations
- Point of contact for all resident issues
- Designed, developed and delivered social media presence for the property
- Created and executed monthly marketing and resident events

Asset Campus Housing

Bookkeeper

- Balanced 1308 resident accounts monthly
- Provided daily updates to Assistance General Manager on Accounts Payable and delinquent
- Reviewed and cross-checked financial reports to ensure accuracy

CORE COMPETENCIES AND ACHIEVEMENTS

- Leadership and Management
- Communication and Negotiation
- Adaptability and Flexibility