



SUMMARY

Experienced in property management and tenant relations, with expertise in managing leasing operations and supervising successful leasing teams. Skilled in accounts receivable, collections techniques, and lease renewals.

Proven ability to supervise the property in the absence of the Property Manager, enhance community satisfaction, and improve operational efficiency. Committed to fostering a positive community environment and driving continuous improvement in multifamily properties.

EDUCATION

Dallas County Community College

Associate Degree in Business Administration
2020 - 2022

Newman Smith High School

High School Diploma- Business
2005 - 2009

CORE SKILLS

- Entrata
- Yardi Voyager
- Yardi CRM
- Customer Service Excellence
- Conflict Resolution
- Event Planning
- Operational and Financial Management
- Data Analysis
- Team Leadership

COMMUNICATION

- Implemented new procedures and technologies that improved efficiency and streamlined operations.

REFERENCES

- Available upon request.

PROFESSIONAL EXPERIENCE

Leasing Manager/Assistant Manager

IRT LIVING | 2021 - Present

- Monitored tenant activity for compliance with the lease term and applicable security requirements.
- Receive an address for all tenants' complaints and service requests
- Assist the community manager with POs, scan all incoming payments, and upload invoices from vendors.
- Creating and implementing effective marketing strategies to attract prospective tenants, such as online listings, social media campaigns, and organizing open houses.
- Facilitating the leasing process, including preparing and reviewing lease agreements, collecting security deposits, and ensuring all necessary paperwork is completed accurately.
- Collecting monthly rental payments, maintaining accurate records of financial transactions, and assisting with budgeting and forecasting.
- Conducting regular inspections of rental units to ensure they meet cleanliness and safety standards, and coordinating necessary repairs or maintenance.
- Maintaining organized and up-to-date files, databases, and documentation related to tenants, leases, and property management.
- Assist with building the 2024 budget and capital items to keep the property in line with competitor properties.

Leasing Manager

Richman Signature Properties. | 2019 - 2020

- Advertise available properties, using a variety of media and promoting materials
- Tour apartments with prospective residence
- Assist property manager with all other duties as required.
- Provide sales leadership, training, and sales coaching to maximize community sales results.
- Handle stressful, urgent, and diverse work situations with excellent communication skills.
- Commit to providing signature service to residents, associates, vendors, and investors.
- Maximize revenue through increased closing ratios and exceeding budgeted occupancy expectations.
- Develop sales strategies in collaboration with the General Manager to improve and maximize company revenue.

Leasing Manager

BH Management | 2016- 2019

- Managed operations and maximized the financial value of over 267 units, ensuring compliance with local, state, and federal regulations. Tour apartments with prospective residents.
- Lead personnel, marketing, lease, residential relations, community maintenance, and capital improvements.
- Conducted property tours to potential tenants; notified them of leasing requirements; and assisted with the completion of property applications when required.
- Audited and approved vendor invoices for payment in accordance with the client's accounting procedures; reviewed invoices for accuracy and compliance with the vendor contract.
- Placed in the top 2 best-selling leasing consultants for their second month of employment.
- Communication Implemented new procedures and technologies that improved efficiency and streamlined operations.