Courtney Sherman

CONTACT

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📍 Denver, Colorado

EDUCATION

Santa Fe College
Associate of Arts in Education
2008-2010

University of Denver
Full Stack Coding Bootcamp
2023

Skills

- Yardi Voyager
- Yardi Rent Café
- Yardi Commercial Café
- Yardi CRM
- Yardi YSR Reporting
- HTML
- CSS
- Javascript
- JQuery
- Node.js
- Express.js
- SQL
- Bootstrap
- Node.JS
- 3rd Party APIs
- Server Side APIs
- REST APIs
- Object-Oriented Programming

EXPERIENCE

Yardi Database Administrator   **11/2022– Present**
PEG Companies
- Research & resolve service requests application issues;
- Adhere to internal audit support procedures and deliverables;
- Ensure requests are resolved in alignment with company's documented controls and change management procedures;
- Collaborate with internal departments and make recommendations based on best practices;
- Stay current with Yardi module offering, releases and related industry applications, changes, and updates;
- Perform special projects as assigned;

Accomplishments:
- Created YSR Reports to allow efficiency;
- Restructured user groups, permissions, tasks to lock-down security;
- Implemented Yardi Database PEG Policy & Procedure Manual;

Director of Training & Software   **12/2020– 11/2022**
PEG Property Group
- Analyze department's training needs develop new training programs base on analysis;
- Plan/Facilitate new workflows and roll out;
- Provide on-site team support and technical issue resolutions;
- Identify system, database workflows and training improvements;

Accomplishments:
- Created PPG Policy & Procedure Manual and Training Manual;
- Rolled out ambassador and onboarding programs;
- Led conversion of 2,500 units from Entrata Database to Yardi Database;
- Assisted in restructuring of company by implementing new workflows, policies & procedures;

Regional Property Manager   **4/2018– 12/2020**
Highland Property Management, Denver, Colorado
- Managed daily operations for 10 tax credit assets totaling 1,011 units; oversaw 20+ employees;
- Oversaw leasing & marketing efforts to attract & retain residents;
- Develop and implement strategies to increase revenue and improve performance of properties;
- Collaborate with accounting and finance departments to ensure accurate and timely financial reporting;
- Monitor industry trends and provide recommendations for improvement and growth;

Accomplishments:
- Led and audit and received two perfect scores on LIHTC state audits;
- Successfully repositioned apartment projects growing the asset value;
- Minimized vacancy by implementing closely monitored marketing campaign;
- Increased rent values to maximum rent value to increase NOI;