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| JEROME DUNCAN | | | |
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| **Email:** [**Jduncan2k@gmail.com**](mailto:Jduncan2k@gmail.com) | | | |
| **Phone: (954) 391-0491** | | | |
| Objective: | Continually pursuing a career in sales & management where I can use my effective communication, Administration and excellent customer service skills in driving growth and profitability. | | |
| Professional Skills | * Microsoft Office * Microsoft Windows * Access * Power Point * Internet Explorer | * QuickBooks * Office Procedures * Strong Telephone Skills * Strong verbal, written communication * MRI/Yardi resident mgmt software/Yieldstar | * Detail Orientated * Management Skills * Customer Service Skills * Fair Housing Act. *Certified\** |
| **Education** | **Morrisville State University, Morrisville New York.**  **Degree in Liberal Arts & Social Sciences, *2002*** | | |
| Employment Skills | Maintained excellent resident relations and developed brisk resident rapport. Diplomatically resolved resident complaints on as-needed basis; Ability to follow instructions well and make decisions with no supervision. Maintained all resident file keeping procedures accordingly; Telephonic Sales and Market survey analysis. Renewal & retention Management; Effectively developed Call Source Telephone skills and consistently met quotas. | | |
| Work Experience | **LaCosta Apartments/Greystar Mgmt*, FL*  August 2011-March 2011**  ***Contact: Jaclene Sammons- 954.937.8366 Manager***  **Leasing Manager –** Maintained maximum occupancy of ready rental units at all times & high renewal rate. Coordinated Promotions and Marketing solutions to increase occupancy. Oversaw strict proper completion of all necessary paperwork and ensured proper customer service. Familiar with various legal concepts, practices & procedures within the apartment industry. Maintained resident relations and retention under supervision of company policy and community director.  **Pembroke Cove Apartments/Scully Company*, FL*  Nov 2009-August 2011**  **Leasing Consultant/Sales –** Ensured maximum occupancy of ready rental units at all times & high renewal rate. Coordinated Promotions and Marketing solutions to increase occupancy. Oversaw strict proper completion of all necessary paperwork and ensured proper customer service. Familiar with various legal concepts, practices & procedures within the apartment industry. Maintained resident relations and retention under supervision of company policy and community manager.    **Grove East In Plantation/Altman Mgmt, FL** **April 2008-Nov 2009**  **Leasing Consultant/Administrative-** Model home and tour lead, Telephone sales and techniques, Processed all necessary paper-work. Handled walk-in traffic, Pre screen & Qualify perspective residents. Administrative duties as needed or delegated by leasing manager or community manager.  **Michael Skurnik Wines, *NY*  September 2005–October 07**  **Office Manager-** Assigned and regulated office functions. Designed filing system & maintained all office records. Ensured adequate supply of all office supplies and stationary. Maintained health & safety codes and made sure they were adhered. Supervised all Shipping & Logistics functions. Handled customer complaints and inquires. Resolved office disputes.  **References furnished upon request** | | |
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