**RHIANNON M. ESPINOZA**

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972.922.0163

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To Whom It May Concern:

I learned of your agency from a posting on indeed.com and am very interested in some of the administrative positions that may be available. As you’ll see from the enclosed resume, I have worked mainly in sales and customer service which in turn requires me to have spent quite a bit of time assisting a variety of people. While working full-time in my current position, I also finished my undergraduate studies in theatre arts and psychology. Upon graduation, my interests have lead me to a move to the Northeast. I have wanted to make this move for sometime and now favorable circumstances have allowed that possibility to become my reality. I believe that with my educational background, work experience and zest for life I could make a valuable contribution to a successful office seeking support.

My long term experience in property management has taught me how to promote positive yet professional client relations while communicating policies and procedures. As an Assistant Community Director for a variety of communities, I have assumed the responsibilities and been trusted to successfully resolve any resident or staff issues that may occur in the Director’s absence. Throughout this time, I have also acquired strong leadership and interpersonal skills in dealing with the diverse concerns of my residents. These situations have required operating with the proper balance of authority, diplomacy, and tact in a variety of scenarios. I am now able to think quickly in emergency situations and in those requiring quick assessment of many factors in order to make appropriate decisions. Meanwhile multitasking to accurately maintain files, prepare operation reports and oversee office organization. Consistency has been the praise from my supervisors throughout my time with this company. More importantly, I have consistently upheld my current company’s motto to bring excellence to everyday living by being personable and professional to build rapport with existing residents while meeting their needs or transforming a routine visit with someone new into a welcoming experience to make one feel at home. I value the importance of being a change agent and taking on any initiatives used to implement more effective business practice for the betterment of a company.

I will be in Connecticut later this week, March 24 – 28 to finalize arrangements for my upcoming move in April. It would be a pleasure to meet with you in the meantime, so that I might have the opportunity to visit and discuss how my abilities could fit the needs of any positions available with potential employers.

Thank you in advance for your time and consideration. I look forward to hearing from you.

Best Regards,

Rhiannon Espinoza

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| Rhiannon M. Espinoza | | | |
| Objective | | | |
| Secure a position in which my acquired knowledge, creative talents, and commitment to excellence will have valuable application and benefit to an organization. | | | |
| Experience | | | |
| 2004 – Present | | CWS Apartment Homes, LLC | Dallas, TX |
| Assistant Community Director  * Lease and market the community while providing satisfactory service and promoting resident retention programs to maintain maximum occupancy. * Maintain the accounts receivable, data processing, record keeping and reporting systems. Review and monitor all reports for accuracy and integrity. * Assist the Community Director in overseeing community and assuming responsibilities of office organization. Ensure all duties are being performed effectively. | | | |
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| 2003 – 2004 | | Hughes Kitchen & Bath Showroom / Hughes Supply | Denver, CO / Richardson, TX |
| Showroom & Inside Sales Consultant  * Established relationships and developed rapport with all customers, including designated accounts to provide sales, consulting, and design services for wholesale plumbing supplier. * Supported outside sales person by performing the administrative functions to respond to immediate customer needs. Obtained and offered product knowledge to inform customers while processing orders and coordinating deliveries in a timely manner. * Attended specialized sales training in North Carolina with Hughes’ National Showroom Coordinator. | | | |
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| 2000 - 2002 | | Studio.One.Ten | Dallas, TX |
| Senior Receptionist / Business Manager  * Designated appointments for upscale salon clients and stylists. * Responsible for daily opening and closing duties, salon product inventory, and implementing front desk employee training. * Trained with CPA to maintain company account, prepare monthly and quarterly taxes, and administer weekly payroll. | | | |
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| Education | | | |
| May 2010 | University of North Texas | | Denton, TX |
| Bachelor of Arts in Theatre, Minor in Social Sciences (Psychology) 1999 – 2000 College of Santa Fe Santa Fe, NM  Theatre Arts, Psychology  1997 – 1999 Tyler Junior College Tyler, TX  Theatre Arts, Psychology | | | |
| References | | | |
| References are available on request. | | | |