

# Emily Goeres



goeres123@hotmail.com

Performance and Operations Manager/Property Manager / Trainer of IT Systems



(360) 470 0227

Throughout my career I have worked as a frontline support manager handling customer relation and consulting to build on customer satisfaction as the platform of my vocation. As a manager I have built and maintained a team of professionals who have in turn been able to expertly consult and engage customers in all different technology solutions. I have been acknowledged for getting the highest level of productivity while creating an environment that fosters teamwork, increased performance abilities and overall job satisfaction.

## WORK EXPERIENCE

### AVANTI RESIDENTIAL

Phoenix

December 2018 - Current

Performance and Operations Manager/Property Manager/ Trainer IT Systems

Responsible for leadership and operations of multifamily assets. My focus was on growth and financial success through training, guiding and developing future leaders and harboring customer relations. Creation and execution of new initiatives and programs to streamline processes in an innovative way that supports team growth and client satisfaction, maintain extensive knowledge of operations and budget analysis capabilities with a demonstrated ability to apply these principles and methods through strategy and tactics. Emphasis on building a cohesive team by aligning individual and team goals, strategies, actions and plans to drive business results. Strong focus on client/investor relations and business development and sales.

- Adept at analyzing team members needs and developing effective solutions
- Sales driven with customer satisfaction as a main focus
- Natural leader comfortable managing and working with wide range of aptitudes and personalities
- Able and confident public speaker and willing to teach others when called upon
- Leveraged Microsoft SQL to create new and easier process while decreasing the error rate in loading data
- High level of budget analysis with an understanding of NOI
- Able to adapt to a constantly changing environment
- Was apart of all Y2Y conversions for 25 different properties and assist with onboarding and team development to meet the needs of the client
- Monitor and analyze daily productivity and report sales and performance results to investors and owners
- Create action plans to drive sales to achieve the maximum return
- Maintain deadlines while working in a unpredictable environment
- Well versed in communication and attention to detail while working under high demands
- Proficient in all Word platforms

## SKILLS

- Strategic
- Knowledgeable
- Focused
- Results and Goal Driven
- Authentic

## EDUCATION

Bachelor's Degree  
Hospitality Business Management  
Washington State University

## TECHNOLOGY PROFICIENCY

Word  
Excel  
Yieldstar  
Yardi  
RentCafe  
CRM  
Payscan  
Google Docs  
Google Spreadsheets  
Knock Marketing

**PINNACLE****Seattle****November 2016– December 2018****Multi – Site Property Manager and Team Trainer**

- Managed Leasing office and upheld company standards through personal integrity during renovations, staffing challenges, and sale of asset.
- Oversee financials including deposit accounting, delinquency, processing move-outs, operating expenses and assisting with budget analysis.
- Tour and assist with prospective residents to drive sales as well as market and maintain inventory to reach the maximum return of investment.
- Assist with turnover and make ready to increase optimal return and decrease overhead.
- Maintain and monitor occupancy and availability as well as revenue management and marketing to meet budgeted occupancy.
- Prepare lease variance report, leasing commission report and Yieldstar pricing approval and maintain records of daily activity for reporting purposes; present and understand reporting to meet set budget guidelines.
- Audit prospect and resident files, prepare and maintain new and current lease documents while maintaining accuracy.
- Manage and execute all renewals as well as resident retention through sales and customer relations.
- Train and assist with prospect screening and lease generation.
- Plan and execute resident events to create a sense of unity among residents.

**NATIONAL FOOD CORPORATION****Seattle WA****July 2014 – November 2016****Assistant Plant Manager**

- Supervise 80+ employees
- Team management- recruiting, termination, training, and, conflict resolution
- Responsible for reporting and administrative duties
- Inventory Control and Sales
- Streamline daily processes to increase productivity to maximize revenue
- Project management and project tracking as assigned to drive sales
- Lead the transition to new equipment and provide team education required for successful implementation and safety
- Through providing safety training I have decreased L&I claims by 60% for employee injuries during my tenure
- Track sales and all Inventory supply; provide multi department support
- Ensure USDA and safety standards are maintained