

ASHLEY MILLER

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Summary

Goal-oriented Community Association Manager dedicated to high levels of customer satisfaction and meeting aggressive business goals. Organized and personable with specialized knowledge in leadership and customer service.

Skills

- Excel
- Administration and Management
- Outlook
- Customer and Personal Service
- Publisher
- Critical Thinking
- Speaking
- Microsoft Word

Experience

Community Association Manager

Jan 2014-Jun 2016

Cedar Management Group - Charlotte, NC

- Manage 19 communities.
- Manage all aspects of community including violations, maintenance, accounting, review AR monthly and proceed with delinquent accounts, ensure all activities and practices remain legal.
- Meet with Boards on a regular basis and prepare location, information and documents for Annual and Board meetings, conduct voting and assure meeting remains constructive.

Office Support

Aug 2013-Jan 2014

Ammons Superior Plumbing - Indian Trail, NC

- Answer phones, schedule jobs and dispatch to technicians, bill customers, track payments, backflow scheduling and ordering of parts, track time of technicians and jobs, assist in all clerical needs.

Office Manager

Mar 2012-Jan 2013

Perfect Balance - Brevard, NC

- Answer phones, schedule appointments, check patients in/out, collect payments, assist with billing/insurance, track inventory, check pool chemicals daily, customer emails, marketing, work closely with owners to ensure business was growing and running smoothly.

Office Manager

Sep 2001-Mar 2012

Millers Auto Parts - Rosman, NC

- Accounts payable, accounts receivable, balance check book, set up all customer accounts, figure monthly sales tax, set up all vendor accounts.
- Enter all information into QuickBooks; work one-on-one with accountant to

help business run efficiently, payroll and payroll liabilities.

Education

<i>Real Estate Broker</i>	<i>Sep 2016</i>
<i>Rowan-Cabarrus Business and Technology Center - Concord, NC</i>	
<i>Bachelor of Arts : Social Science</i>	<i>Oct 2011</i>
<i>Ashford University - Clinton , IA</i>	
<i>Certification in QuickBooks</i>	<i>Apr 2003</i>
<i>Blue Ridge Community College - Brevard, NC</i>	

References

available upon request