

Yohana Gonzalez

84-10 34th Ave Apt 1K, Jackson Heights, NY 11372 • (347) 806-0491 • Ygonzalez826@gmail.com

EDUCATION

CUNY – BARUCH COLLEGE

New York, NY

Bachelor of Business Administration

Major: Marketing Management

Cumulative GPA: 3.48/4.00

Minor: Corporate Communication

PROFESSIONAL EXPERIENCE

EMPIRE STATE REALY TRUST INC.

New York, NY

Property Admin

November 2021- Ongoing

- Aided in the management of two commercial building in midtown Manhattan, by acting as the liaison for the facility operators of recognizable brands, such as PVH, Carolina Herrera, Target, Nespresso, Argo and more.
- Took the lead and initiative in facilitating the rollout of the new tenant experience app, through testing, creating a new streamlined process, and training staff/tenants of the app and it's uses.
- Maintained a contact list of tenant admins to distribute app notifications and emails, regarding, building work marketing events.
- Contributed to the increase of scores for the Kingsley survey, which analyzes tenant satisfaction.
- Assisted in the management of projects through the creation of jobs, contracts, purchase orders, change orders, budget revisions and certificates of capital improvement.
- Worked collaboratively, with AR (billable work orders), AP (vendor payment), Property Accountant (accruals), Marketing (announcement and events), Payroll (staff time sheets), Leasing (tenants moves), Vendors (work scheduling), and staff (job assignment and communication of building work).

FALCON PROPERTIES INC.

New York, NY

Bookkeeper/Administrative Assistant

June 2017- July 2021

- Aided in the management of five commercial buildings in midtown Manhattan.
- Performed daily accounting activities, such as depositing checks, recording payments, posting leases, creating invoices, making payments, creating checks, and answering statement related questions.
- Updated available rental listings through the online commercial real estate brokerage platform Costar, in the pursuit to increase company marketing and potential clientele.
- Entrusted the responsibility of the 1099 reporting and although on time crunch, was able to succeed in the task, through personal research and collaboration with the accountants.

CUNY INSTITUTE FOR DEMOGRAPHIC RESEARCH

New York, NY

Research Assistant/ Administrative Assistant

December 2015 – December 2016

- Coordinated travel and hotel arrangements for researchers assisting the institutes demographic seminar discussions and provided meal arrangement for said event.
- Searched for a new office manager, by reviewing resumes and scheduling job interviews.
- Acquired industry research data for specific research projects, through publicly available government census websites and maintained the data integrity of the information through data entry within Excel spreadsheets.
- Created maps through ArcGis regarding the demographical topics of the researchers and edited them onto PowerPoint to ease the analyzation of data for presentations held in national seminar discussions.

SKILLS & CERTIFICATIONS

- **Software:** Mac and PC, QuickBooks, Yardi, Yardi Elevate, Procore, WorkSpeed, Building Engines, VTS Rise, Jones, Kastle, SV3, AMAG Symmetry, Salesforce, ADP, Adobe Design, ArcGis
- **Certifications:** Certified Notary Public
- **Languages:** Fluent in Spanish and English

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REFERENCES

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