

# Samantha Cerio

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## PROFILE

Proven Community Manager with intuitive leasing and property marketing knowledge of family as well as student housing properties. Well capable of maintaining working order of facilities and enforcing community policies.

### Key accomplishments include

- **50 lease renewals in one month**
- decreasing the Rosewood Apartments emergency response calls by 60% by implementing no tolerance policy and proper safety procedures, increased occupancy by 30%, and overwhelmingly improving customer satisfaction.
- increasing the Sunset Village Apartments occupancy rate from 56.5% to 91.5% in under six months through administration of proactive leasing and marketing campaigns combined with development of trust among residents, vendors, and community partners. **February 2016 although the shortest month of the year was the highlight of this leasing campaign with 18 move-ins, 0 move outs, and 0 delinquency.**

## WORK EXPERIENCE

### Property Manager Rosewood Apartments

08/2016 – 12/2017 LITTLE ROCK, AR

Since joining the Rosewood Apartments staff along with the help of our proactive team I have seen a decrease in criminal activity, an astounding level of retention, a raise in occupancy as well as on time rent payments. I manage all of the leasing, collections, maintenance staff and resident issues.

### Community Assistant Manager Sunset Village Apartments

02/2015 – 08/2016 PINE BLUFF, AR

Responsible for ensuring the efficient operation of the property. I execute all tasks associated with the operation of the property including leasing, collections, resident services, bill payments and actions to ensure compliance with all applicable laws and company policies.

### Property Manager McCoy Construction Company

08/2012 – 02/2015 LITTLE ROCK, AR

Hired for ability to meet sales goals, sell to customer needs, and closing capabilities. While at McCoy Construction Company I accomplished financial objectives by collecting rents, paying bills; forecasting requirements; preparing an annual budget; scheduling expenditures; analyzing variances in order to initiate corrective action. **I efficiently managed the daily workings of properties from apartments to family homes.**

## EDUCATION

### Internet Marketing Pulaski Technical College

01/2012 – 05/2014 NORTH LITTLE ROCK, AR

### Business Development and Marketing Georgia Southern University

01/2006 – 06/2010 STATESBORO, GA