

# Ashley Allen-Smith

Los Angeles, CA 90044

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Skilled property management professional experienced overseeing operational aspects, tenant relations, office management and maintenance coordination. Successful balancing tenant rights with business considerations to achieve financial targets. Excellent interpersonal, communication and leadership abilities. Current licensed Real Estate Agent in California and Notary.

#readytowork

## Work Experience

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### **Collections Lead**

Sola Rentals - Los Angeles, CA

June 2018 to Present

- Supervise a staff of 4 employees, create an inspiring team environment with open communication
- Experienced in App Folio and Yardi
- Assist team members in consistently meeting and/or exceeding performance (e.g. PTP kept ratio, contact percentage and minimum calls per day)
- Assist management in discovering training needs, provide coaching, day to day operations, monitoring team performance and reporting on metrics
- Assist team members with escalated calls and office tenant relations
- Identify reasons for delinquency and discuss with management
- Process rental payments (ACH, Money Orders, and other housing payments)
- Prepare file for attorney (eviction), trial documents, and evidence
- Verify bank accounts and assist in reconciling accounts
- Communicate with various departments within the organization and assist as needed
- Detailed record of late payments, delinquencies, balances
- Create policies, procedures, and metrics for Collections Department Review monthly financial statements and budget variances and complete Monthly Financial Reports.

### **Onsite Manager**

Sola Rentals - Los Angeles, CA

April 2017 to Present

- Reviewed all leases to guarantee proper level of service for tenants
- Maintained accurate records of all correspondence with and from tenants
- Managed all day-to-day activities involving tenants, subcontractors and property management
- Handled customer complaints personally for proper management
- Remained aware of all construction and maintenance projects and notified appropriate individuals of project updates, delays and schedule changes
- Mediated between company and owners to address and remedy ongoing concerns
- Showed tenants around properties, highlighting features and redirecting concerns to capture interest

### **Property Manager**

SoLa Rentals - Los Angeles, CA

July 2014 to June 2018

- Experienced with App Folio and Yardi
- Experienced in move-in/move-out inspections and unit make-ready inspections
- Market and lease available apartments while following Fair Housing Laws
- Pre-lease units and maintain a working wait list of prospective residents
- Provide a high level of customer service and connect with residents
- Collect and deposit rent, late fees, and deposits using App Folio software
- Market available units daily on Craigslist and other approved marketing sites
- Screen and qualify prospective residents
- Prepare vacant units for rental, including renovation oversight
- Enter traffic, applications, leases, notices, work orders
- Accounts Receivable and Payable duties for property management company
- Create policies, procedures and training manuals
- Create metrics, tracking outstanding balance and create ways to improve day to day operations
- Maintain organized, comprehensive unit files including leases, communications, work orders, etc.
- Bid and negotiate service contracts, procuring all necessary building supplies, managing maintenance staff, and vendor relationships
- Perform necessary maintenance and ordinary repairs. Oversee general cleaning of the building and grounds
- Manage property expenditures in accordance with budget
- Respond to all resident requests or complaints in a timely, efficient and courteous manner
- Serve as the employer's representative to enforce rules governing the premises and report unusual resident problems or behavior to the immediate supervisor
- Provide excellent communication skills; ability to write and communicate effectively
- Create, track and execute Three Day Notices (Pay or Quit and Perform or Quit)
- Process eviction documents, track progress and appear in court.

### **On-Site Manager**

Property Management, FG Property Management - Los Angeles, CA

July 2012 to April 2017

- Inspected properties regularly to identify deficiencies and schedule repairs
- Verified property compliance with state and federal regulations avoiding any form of discrimination or illegal practices
- Provided tours of property and amenities to prospective tenants and offered valuable information regarding major features
- Managed routine maintenance and emergency response services provided by contractors and vendors
- Established and implemented leasing goals while managing effective lease expiration program
- Managed overall tenant relations, including promoting tenant satisfaction and streamlining services delivery
- Updated tenant and unit information to keep current in housing database
- Answered calls and responded to inquiries from various parties, using strong active listening and open-ended questioning skills to resolve problems
- Reviewed all leases to guarantee proper level of service for tenants

### **Case Manager**

First to Serve - Los Angeles, CA  
May 2012 to April 2013

- Counsel clients in individual or group sessions to assist them in dealing with substance abuse, mental or physical illness, poverty, unemployment, or physical abuse.
- Monitor, evaluate, and record client progress with respect to treatment goals.
- Interview clients, review records, conduct assessments, or confer with other professionals to evaluate the mental or physical condition of clients or patients.
- Collaborate with counselors, physicians, or nurses to plan or coordinate treatment, drawing on social work experience and patient needs.
- Counsel or aid family members to assist them in understanding, dealing with, or supporting the client or patient.
- Refer patient, client, or family to community resources for housing or treatment to assist in recovery from mental or physical illness, following through to ensure service efficacy.

### **Program Manager**

Helping Hands Recovery Center - Los Angeles, CA  
April 2009 to April 2012

- Established long and short-term goals for therapeutic services to encourage patient progress
- Performed assessments to determine individual limitations and strengths
- Connected individuals with relevant community resources and coordinated referrals
- Managed load of multiple cases on consistent basis
- Reviewed and recorded progress of patients
- Verified patient health history and contact information for chart accuracy
- Handled inbound and outbound calls to verify patient appointments
- Documented patient interactions in compliance with HIPAA requirements
- Developed and distributed monthly patient satisfaction surveys
- Provided administrative support to clinical staff and managers
- Drafted reports to track patient referrals and scheduling issues
- Communicated with patients regarding continuing care and medications and discussed treatment plans with family members and guardians

## Education

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### **Certificate**

ICDC College - Huntington Park, CA  
May 2010

### **High School Diploma**

Technology Charter High School - Los Angeles, CA

## Skills

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- Leasing (5 years)
- Billing (10+ years)
- Property management (5 years)
- Commercial property (5 years)

- Charting (7 years)
- Clinical documentation
- Microsoft office (10+ years)
- Documentation (10+ years)
- Multi-family
- training (10+ years)
- Microsoft Word
- Inventory Management
- Scheduling
- Word (10+ years)
- Team Building
- Financial Services (5 years)
- Operations (4 years)
- Inventory (3 years)
- Customer Service (10+ years)
- Property Leasing
- Accounts Payable
- ACH
- Accounts Payable
- Property Leasing
- General Ledger Accounting
- ACH
- Yardi
- Accounts Receivable
- Office Management
- Time Management (10+ years)
- Conflict Management (10+ years)
- Management Experience (10+ years)

## Assessments

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### **Conscientiousness — Proficient**

November 2019

Tendency to be well-organized, rule-abiding, and hard-working.

Full results: [https://share.indeedassessments.com/share\\_to\\_profile/3c2912ba18a1e497530dea5d9d246c3deed53dc074545cb7](https://share.indeedassessments.com/share_to_profile/3c2912ba18a1e497530dea5d9d246c3deed53dc074545cb7)

### **Asset Protection Associate — Proficient**

November 2019

Assessing risks, enforcing security standards, and handling complaints.

Full results: [https://share.indeedassessments.com/share\\_to\\_profile/a121347e9d870c8f66f5768d672b2ba8eed53dc074545cb7](https://share.indeedassessments.com/share_to_profile/a121347e9d870c8f66f5768d672b2ba8eed53dc074545cb7)

### **Customer Focus & Orientation — Highly Proficient**

July 2019

Responding to customer situations with sensitivity.

Full results: [https://share.indeedassessments.com/share\\_to\\_profile/c38a4602fc945f5ea8de5e3ba7037f31eed53dc074545cb7](https://share.indeedassessments.com/share_to_profile/c38a4602fc945f5ea8de5e3ba7037f31eed53dc074545cb7)

### **Verbal Communication — Proficient**

July 2019

Speaking clearly, correctly, and concisely.

Full results: [https://share.indeedassessments.com/share\\_to\\_profile/da2d8140264bcaa337679f628fb42bc5eed53dc074545cb7](https://share.indeedassessments.com/share_to_profile/da2d8140264bcaa337679f628fb42bc5eed53dc074545cb7)

### **Accounting Skills: Bookkeeping — Highly Proficient**

June 2019

Measures a candidate's ability to calculate and determine the accuracy of financial data.

Full results: [https://share.indeedassessments.com/share\\_to\\_profile/df3f740edfba82c1f6d836758ffb785eed53dc074545cb7](https://share.indeedassessments.com/share_to_profile/df3f740edfba82c1f6d836758ffb785eed53dc074545cb7)

### **Teamwork: Interpersonal Skills — Proficient**

April 2019

Resolving disputes, solving team problems, and understanding nonverbal cues.

Full results: [https://share.indeedassessments.com/share\\_to\\_profile/c977f0c0fcf0d50b4827873d0b097538](https://share.indeedassessments.com/share_to_profile/c977f0c0fcf0d50b4827873d0b097538)

### **Basic Computer Skills: PC — Proficient**

November 2019

Performing basic computer operations, navigating a Windows OS, and troubleshooting common computer problems.

Full results: [https://share.indeedassessments.com/share\\_assignment/98vgyqs-kmk9lwms](https://share.indeedassessments.com/share_assignment/98vgyqs-kmk9lwms)

### **Verbal Communication — Proficient**

April 2019

Measures a candidate's ability to effectively convey information when speaking.

Full results: [https://share.indeedassessments.com/share\\_to\\_profile/29c2847dead01732b8b22178799904b9eed53dc074545cb7](https://share.indeedassessments.com/share_to_profile/29c2847dead01732b8b22178799904b9eed53dc074545cb7)

### **Management & Leadership Skills: Planning & Execution — Familiar**

December 2019

Planning and managing resources to accomplish organizational goals.

Full results: [https://share.indeedassessments.com/share\\_to\\_profile/d1654d16d4983e92c7ab9e5cf27271bceed53dc074545cb7](https://share.indeedassessments.com/share_to_profile/d1654d16d4983e92c7ab9e5cf27271bceed53dc074545cb7)

### **Office Manager — Highly Proficient**

March 2020

Scheduling and budgeting.

Full results: [https://share.indeedassessments.com/share\\_to\\_profile/5337f5f39546cc7b4017481e808db929eed53dc074545cb7](https://share.indeedassessments.com/share_to_profile/5337f5f39546cc7b4017481e808db929eed53dc074545cb7)

### **Customer Focus & Orientation — Highly Proficient**

July 2019

Responding to customer situations with sensitivity.

Full results: [https://share.indeedassessments.com/share\\_to\\_profile/1bd5f0aa586338559054802a3ed24d9feed53dc074545cb7](https://share.indeedassessments.com/share_to_profile/1bd5f0aa586338559054802a3ed24d9feed53dc074545cb7)

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.

## Additional Information

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### SKILLS

- Patient assessment
- Charting and clinical documentation
- Crisis intervention
- Knowledge of leasing and market conditions
- Multi-family/ Commercial property management
  
- New construction
- Accounts Receivable/Payable
- Microsoft Office
- Fair housing mandates
- Billing and coding