

JOEL SMITH

🏠 160 HUNTCLIFF POINT, ATLANTA, GEORGIA 30350 📞 470.345.6190 ✉️ SMITH_J_E@YAHOO.COM

□ Profile

Property Manager turned Full Stack Web Developer. I discovered my passion for problem solving and realized programming is an ideal outlet for this passion. I enjoy organization, clean design and finding unique ways to solve problems. I'm currently enrolled in DigitalCrafts' full time immersive coding bootcamp to accelerate my development skills and am seeking job opportunities in the Atlanta area.

□ Skills

HTML	CSS	Express
JavaScript	Python	Node.js
PostgreSQL	jQuery	AJAX

□ Experience

DigitalCrafts | Jan 2008 – May 2008

Student | Atlanta, GA

- Sixteen-week full-time immersive web development course.
- Daily procedure includes responsive site development, efficient code design, pair programming, debugging techniques and key principles such as version control and analytical thinking for problem solving.

ECI Management Corp. | 2005–Present

Community Manager | Atlanta, GA

2007–Present

- Administer a wide range of operations, including rate analysis and structures, financial management, marketing, contract negotiation, and customer service.
- Work collaboratively with various government and service agencies.
- Perform various data analysis and reporting duties, such as the following:
 - Preparation of annual income and expense budgets through the evaluation of past performance trends and current market conditions
 - Assessment of all monthly variance reports, while providing feedback on actual versus budgeted income and expense deviations
 - Generation of quarterly reports detailing the entire aspects of community performance
- Render keen oversight to the company's \$1.5M annual expense budget, while initiating the approval and acquisition of purchase orders for key materials and services.
- Assume full accountability in effectively negotiating leases and rental agreements, while analyzing bids with selected vendors for specialty projects and acquisitions.
- Handle the preparation and presentation of related reports to all regional and senior managers.
- Leverage analytical and research skills in modifying the community's pet fees from large up-front fees to smaller ones with extra monthly charge to meet the organization's monthly budget.

Highlights:

- ✓ Established a reputation for continuously handling increasing responsibilities by earning fast-track promotions from leasing consultant to assistant manager, and finally to manager.
- ✓ Streamlined the daily operations of a 418-unit apartment with unethical practices by the previous manager; subsequently achieving year-over-year increase in NOI by 14% which resulted to \$3M of asset growth.
- ✓ Earned selection from the management to strategically accomplish the following:
 - Oversight of newly hired and promoted managers as the handpicked field trainer
 - Successful oversight of the two multimillion-dollar renovations, in close coordination with contractors; consequently increasing revenue by more than \$10K, as well as completing renovations in a timely manner and within budget
 - Drafting of the RentPayment program's policy encompassing the implementation process
- ✓ Drove performance improvements as reflected in the following initiatives:
 - Achievement of outstanding resident satisfaction ratings; thus receiving *ApartmentRatings.com Top Rated Award* in 2013, 2014, 2015 and 2017 in addition to the 2017 ORA 1% Elite Power Ranking

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- Improvement of customer satisfaction, leading to a 77% renewal ratio with an average increase of \$75 monthly and per renewal, as well as earning commendation as one of the *Top 5 Managers* in 2014 and 2015 and *Community Manager of the Year* in 2016
- Expert research, development, and execution of the RentPayment program's daily activities, resulting to receipt of the *2013 Raising the Bar Award*

□ Earlier Career

Leasing Consultant | Paradigm Properties, Inc. | 2002-2005

Advertising and Sales Representative | United Distributors, Inc. | 2001

Veterinary Technician | Oaks & Northwood Oaks Veterinary Hospital | 1999-2001

Bartender; and Server | Ashley's Pub | 1999-2001

Security Forces Military Working Dog Handler; and Journeyman | United States Air Force | 1994-1999

□ Education

Master of Business Administration, Minor in Health Care Management: 2008

UNIVERSITY OF PHOENIX | PHOENIX, AZ

GPA: 3.92/4.0 (*Superior Academic Achievement*)

Bachelor's Degree in Business Administration, Minor in Asian Studies and Criminology: 2005

UNIVERSITY OF FLORIDA | GAINESVILLE, FL

GPA: 3.55/4.0 (*Superior Academic Achievement*) | *Dean's List*

Associate's Degree in Business Administration: 2003

SANTA FE COLLEGE | GAINESVILLE, FL

GPA: 3.5/4.0 | *Dean's List* | *Honors Program Certification*

□ Professional Development

2013-2017	Certified Apartment Portfolio Supervisor (CAPS) Program Office Politics for Managers Sexual Harassment Crisis Management: Prevention & Preparation Employee Engagement Conflict Resolution Fair Housing for Managers OSHA Recordkeeping Requirements
2005-2012	Certified Apartment Manager (CAM) Program Community Emergency Response Team Training Business Ethics Workplace Diversity Risk Management Fair Housing

□ Awards and Honors

2002-2017	ORA Elite 1% Power Ranking Community Manager of the Year, ECI Management Top 5 Managers Award (2), ECI Management Raising the Bar Award, ECI Management Top Rated Award (4), Aptratings.com Award of Excellence, Alachua County Crisis Center Team Member of the Quarter (3), Paradigm Properties Management Team
1994-1999	Air Force Commendation Medal Air Force Achievement Medal (2) Certificate of Appreciation, Outstanding Commitment of Job and Fellow Airmen Armed Forces Expeditionary Medal Academic Excellence Award, United States Air Force Certificate of Appreciation, Volunteer Service, 4404th Service Cultural Bazaar Certificate of Recognition, Outstanding Score on End of Course Examination Certificate of Merit Certificate of Achievement, Crime Prevention

□ Activities

Volunteer: 2018-Present | Lost & Found Youth

Member and Food-A-Thon Volunteer: 2005-2017 | Atlanta Apartment Association (AAA)

Member: 2005-2015 | National Apartment Association

Participant: 2013 | Lake Lanier Islands Sprint Triathlon

□ Technical Skills

Microsoft Office Suite (Word, Excel, and PowerPoint) | Microsoft Publisher
WordPerfect Office Suite | Adobe Photoshop | FileMaker Pro | Yardi | Internet Applications