

# JOEL SMITH

## PROFILE

Award-winning property management professional with expertise in managing customer expectations. Looking to leverage 10+ years of on-site management experience and full-stack web development knowledge for a company who provides technology-driven services to the apartment industry. At ECI Management, adopted technological advances into accounts receivable processes which reduced labor by 204 hours per month company-wide while increasing customer satisfaction by allowing residents to pay rent electronically.

## PROFESSIONAL EXPERIENCE

### ECI Management

*Manager | July 2005 - December 2017*

Administer a wide range of operations, including rate analysis and structures, financial management, marketing, contract negotiation and customer service. Prepare and analyze weekly and bi-monthly reports and make recommendations for improvement opportunities. Manage accounts receivables and enforce community policies.

#### Highlights:

- Continuous commitment to customer service resulted in *Top Rated Award* 4 years consecutively from ApartmentRatings.com as well as the *2017 ORA 1% Elite Power Ranking* from J Turner Research
- Earned praise from Senior Management and the *2013 Raising the Bar Award* for the research, development and implementation of the RentPayment program
- Oversaw two multi-million dollar renovations and a lease-up, coordinating contractor projects while minimizing risk and inconveniences to customers
- Streamlined daily operations of a lease-up by creating marketing and closing materials and internal forms used by all associates, resulting in a 40% closing ratio for all associates
- Selected by Training Director to be a mentor for newly hired and/or promoted associates, providing technical and policy training
- Conducted several business process reviews, identified areas for improvement and systematically implemented changes to rent structures and other income that resulted in increased annual profits of over \$100K and increased value of the asset by over \$2M
- Hand-picked by Chief Technical Officer to test new Yardi updates for bugs before software changes got implemented company-wide
- Awarded *Community Manager of the Year* in 2016 for dedication to ECI and willingness to assist other communities when facing staffing shortfalls

## CONTACT

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## LINKEDIN

[linkedin.com/in/joel-smith-743b7aba/](https://www.linkedin.com/in/joel-smith-743b7aba/)

## PORTFOLIO

[smith-taher.github.io/Portfolio/](https://smith-taher.github.io/Portfolio/)

## GITHUB

[github.com/smith-taher](https://github.com/smith-taher)

## SKILLS

Yardi Voyager

Customer Service

Property Management

Accounting

MS Office Suite

Outlook

CheckScan

PayScan

LRO

Yieldstar

Microsoft Windows

MySQL

HTML/CSS

Communication

Trello

Javascript

## CUSTOMER REVIEWS

*I love living here. The property is beautiful. I love all of the amenities.*

*But the best part of all is the office staff! They treat you like family. Joel, Matthew, and Sandra are the best.*

*They threw a Pet Costume party yesterday and it was so much fun. Joel even made homemade dog treats. It's also very quiet here.*

**- ApartmentRatings.com**

*I have been so impressed with the staff at The Cliftwood! While I haven't lived here too long, they've been the most helpful community agents I've ever dealt with. I'm so appreciative of their communication and their willingness to assist in whatever ways they can!*

**- ApartmentRatings.com**

## SUPERVISOR FEEDBACK

*Due to his attention to detail, Airman Smith was hand-picked to perform security details during visits by the United States Speaker of the House and Secretary of State when they toured the forward operating areas of Misawa Air Base. He conducted security searches of distinguished visitors' quarters and conference locations, ensuring the areas were cleared of all potential dangers. During a crash of an F-16 aircraft, Airman Smith quickly diverted traffic and secured the scene for rescue and recovery. His actions were instrumental in preventing the mishap from affecting the base populace and preserving evidence vital to the accident investigation. The distinctive accomplishments of Airman Smith reflect credit upon himself and the United States Air Force.*

**- Citation to Accompany the Award of the Air Force Commendation Medal**

## EDUCATION

### DigitalCrafts

*January 2018 - May 2018*

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

#### Featured Project: FAIRGROUNDS

*Live Site: <http://ec2-18-219-95-244.us-east-2.compute.amazonaws.com/index.html>*

*GitHub: <https://github.com/smith-taher/FairGrounds>*

- Group project created using JWT, node.js, Ajax, PostgreSQL, JavaScript, jQuery, HTML, and CSS
- Users can create an account, log-in, view news articles pulled into the database using NewsAPI and rate articles as being written fairly or unfairly

### University of Phoenix

*Graduated 2008*

- Master of Business Administration
- Minor in Healthcare Management
- GPA: 3.92 (Superior Academic Achievement)

### University of Florida

*Graduated 2005*

- Business Administration
- Minor in Criminology and Asian Studies
- GPA: 3.55 (Superior Academic Achievement) | Dean's List

## PROFESSIONAL DEVELOPMENT

**Certified Apartment Portfolio Supervisor (CAPS) | Certified Apartment Manager (CAM) | Sexual Harassment | Conflict Resolution | Risk Management | Business Ethics | Workplace Diversity | Employee Engagement | Drug Free Workplace | Customer Service | Coaching for Development | Leadership | Fair Housing | Safety Series | Sales Process**

## VOLUNTEER

### Lost & Found Youth

*Jan 2018 - Present | Youth Center Coordinator*

### Atlanta Apartment Association Food-A-Thon

*Jul 2005 - Present | Collect Food and Monetary Donations*

### Alachua County Crisis Center

*2002 - 2005 | Phone Counselor*