

Jane Q Public

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- 10/06 - 4/08 **The Best Management Co.** San Diego, CA
COMMUNITY MANAGER – 132 Luxury Apartment Homes
- Input rent roll operations, lease renewals, market surveys, execute move out procedures of residents.
 - Assure work orders for maintenance are completed for models, vacancies, and rehabilitations.
 - Perform personal follow-ups on prospective and current residents; Due diligence/understanding of customer satisfaction.
 - Review area market trends, weekly traffic reports, market rent increases or decreases.
 - Achieved the highest CEL customer service score growth in San Diego region. 100% Safety Award.
 - Collaborated on ideas to improve resident retention; Post rent checks, process check batches and handle bank deposits.
 - Responsible for training/mentoring new leasing agents, temporary workers, maintenance personnel, and assigned assistants.
- 5/04 – 9/06 **A Great Management Co.** Santa Clarita, CA
ASSISTANT MANAGER – 465 Luxury Apartment Homes
- Daily and accurate rent roll documentation, office operations, lease renewals, performed detailed market surveys, execute efficient move out procedures of residents, including ordering of repairs while remaining under budget constraints.
 - Assured all work orders for were satisfactorily completed.
 - Contacted prospective and current residents in a consistently professional and pleasant manner.
 - Comprehensive understanding of customer service principles, and maintenance of computer files
 - Reviewed all market trends, weekly traffic reports, and made market rent increases/decreases.
 - Contributed in the highest CEL customer service score growth within the Los Angeles region.
 - Collaborated on and created new programs to improve resident retention and resident referrals.
 - Post rent and vendor checks, process accounts, complete bank deposits; maintain petty cash drawer.
 - Trained new leasing agents, maintenance personnel, temporary workers; monitored contractors' adherence to work orders.
- 2/00-5/04 **NCSB University Apartments**
Leasing Agent 365 Student Apartment Homes
- Completed leasing functions including maintaining appointment book , collecting rent and writing receipts
 - Built and maintained relationships with various University officials who coordinated admissions, residence life, and housing
 - Organized and participated in community events or philanthropy benefits
- 3/98 – 2/00 **High End Department Stores** Hometown, CA
SENIOR CUSTOMER SERVICES ASSOCIATE
- Assured and responsible for all special order shipments from clientele; direct liaison with vendors and representatives.
 - Provided ultra-attentive and professional customer services to diverse clientele, colleagues, and supervisors.

SKILLS

MS Word, Excel, Yardi, MRI, Credit Retriever, Key Trac, Lead Tracking, Vaultware, Safe Rent, Internet

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| Education | University of Hometown | Bachelor Degree | Hometown, CA |
| | Hometown High School | High School Diploma | Hometown, CA |