

SKILLS:

- Goal oriented individual with strong leadership capabilities
- Skilled in administrative and office procedures
- Ability to execute a number of projects simultaneously
- Excellent organization and communication skills
- Extremely hardworking and dedicated
- Self-motivated with the ability to multi-task
- Strong customer service background
- Excellent telecommunication skills
- Always keep a high level of service in mind with every task while resolving conflict to benefit all concerned parties
- Trained Software: Yardi, One-site, E-site, Buildium and Rent Manager

EXPERIENCE:

April 2015 – November 2016

Atlantic & Pacific Management

Miami, Florida

Property Manager-200 Units-Sunny Reach Acres/ NW Gardens V

- Affordable tax credit community, new construction
- Lease up, showing units, qualify applications, process credit checks, prepare lease contracts
- Manage staff of 6, hiring, interviewing, preparing PAF
- Monthly reporting, pre-close and close out, bond report and program report
- Collection of rent and posting Rent payments
- Bill coding
- Maintaining community up keep
- Marketing
- Preparing notices such as 3-day, 7-day and evictions
- Planning events for the property
- Preparing for audits
- Yearly Budget Planning
- Conducting Quarterly Safety trainings for staff

April 2014 – April 2015

Rivergate KW Management

Miami, Florida

Leasing Manager-814units-Cypress Grove Apartments

- Mentored and trained leasing consultants
- Vigilantly tracked market trends and implementation of said tracking through outreach and market surveys
- Enhanced quality of life for residents by organizing and promoting community events/parties
- Facilitated all aspects of the apartment leasing process
- Planned and executed on site marketing and advertising directives
- Managed 4 leasing consultants
- Reported weekly to property manager for updates and training
- Weekly meetings with maintenance supervisor to make sure that units are available daily with keys inbox for move-ins and showings
- Set monthly goals that leasing agents had to maintain
- Created team and individual bonus incentives
- Ensured that all prospects meet tax credit requirements for community

- Entered all leases at time of move in, post and charge rent concessions, security deposits, application fees and tax credit purposes make sure Tic is correct
- Ensured that all renewals are sent out 120 days in advance as well as signed before they are out of compliance
- Created visual goal boards monthly
- One on one session with each agent monthly to show where their progress is and where we can improve
- Created monthly schedules for all agents
- Reprimand where it was needed for office policies and procedures that were not met
- Set up payment plans with tenants
- Planned community functions
- Walked units with sparkle kit and made sure our route is clean of debris
- Program report each month by 15th
- Bond report each month by the 1st
- Weekly reports every Tuesday
- File audits
- Processed Section*8 paper work
- Showed units and qualified applicants

March 2012 – July 2013

Atlantic & Pacific

Boca Raton, Florida

Leasing Coordinator-300 units- Palms of Boca del Mar

- Assisted manager in developing and implementing effective marketing strategies to increase property internet leads and walk in traffic
- Completion of guest cards and entered them in OneSite
- Followed up with prospects
- Completed tours with prospects
- Walked tour path to make sure there was a good curb appeal
- Maintained great customer service
- Prepared lease agreements for new move ins as well as renewals

September 2009 – November 2011

Element National Management

Boca Raton, Florida

Leasing Manager-618units- Cedar Hill Texas

- Mentored and trained leasing consultants
- Vigilantly tracked market trends and implementation of said tracking through outreach and market surveys
- Helped with enhancing quality of life for residents by organizing and promoting community events/parties
- Facilitated all aspects in apartment leasing process
- Planned and executed on site marketing and advertising directives

EDUCATION:

ALABAMA STATE UNIVERSITY, Montgomery, AL

- Associates Degree 2005

Goldcoast School of Realestate, Tamarac, FL

- Licensed Realtor 2012

References available upon request