

ASSISTANT MANAGER/ SALES AND RELOCATION SPECIALIST

Summary

I have been working professionally in the field of multi-family housing communities for over two years. My day to day duties are in sales and relocation assistance, taking tours, helping with resident and client issues, many administrative and office tasks, and processing of monies, following up with leads, scheduling vendors for maintenance issues, ordering supplies, data collection and weekly reports for our owners, and appointment setting. I learn and adapt easily, work well with others and am efficient and accurate in my work.

I received my B.S. in Appropriate Technology from Appalachian State University in 2012 and am currently completing a second degree part time online, a B.S.B.E. in Information Technology with East Carolina University.

Experience

Assistant Manager/ Sales and Relocation Specialist Jun 2014 to Current

Company Name 1/4 City , State

- Leasing apartments at two multifamily apartment communities the popular South Park and Third Ward neighborhoods of Charlotte.
- Leasing (sales) of Apartment Homes Helping current residents with all issues and concerns.
- Assisting maintenance with scheduling service requests, and being a buffer between maintenance and residents; following up with residents on service requests.
- Walking the model and tour path, clubhouse, business and fitness centers and setting out refreshments at the start of each day to maintain a professional appearance of the community; making sure marketing collateral is out for prospects.
- Scheduling appointments for tours; and taking prospects on tours of the community and our model apartments, gathering contact information from prospects, following up with all prospects with three forms of contact: email, phone and hand written letter.
- Following up on telephone and internet leads throughout each day.
- Answering phones; filing; checking and maintaining property and associate email.
- Total # of Leases in first month: 12 Maintain the property renewal programs.
- Increasing the percentage of residents in compliance with company renter's insurance requirements.
- Complete a weekly market analysis survey including (but not limited to): Current market conditions, nearby acquisitions, and miscellaneous property data.
- Follow quarterly marketing plans and go on marketing visits to surrounding businesses weekly.
- Typing new leases and renewals; putting lease files together according to the National Apartment Association checklist/format.

Floating Leasing Agent/Consultant Apr 2013 to Jun 2014

Company Name 1/4 City , State

- Leasing apartments at three multifamily apartment communities.
- Helping current residents with all issues and concerns to the best of my ability.
- Assisting maintenance with scheduling service requests, and being a buffer between maintenance and residents; following up with residents on service requests.
- Walking the model and tour path, clubhouse, and fitness center at the start of each day to maintain a professional appearance of the community; making sure marketing collateral is out for prospects.
- Scheduling appointments for tours; and taking prospects on tours of the community and our model apartments, gathering contact information from prospects, following up with all prospects with three forms of contact: email, phone and hand written letter.
- Following up on telephone and internet leads throughout each day.
- Answering phones; filing; checking and maintaining property and associate email.
- Total # of Leases in first year: 58.
- Maintain the property renewal programs.
- Maintained a 55% renewal rate at The Fairington.
- Increased percentage of residents at The Fairington in compliance with company renter's insurance requirements.
- September 2013- 72%, April 2014- 99%.
- Complete a weekly market analysis survey including (but not limited to): Current market conditions, nearby acquisitions, and miscellaneous property data.
- Follow quarterly marketing plans and go on marketing visits to surrounding businesses.
- Typing new leases and renewals; putting lease files together according to the National Apartment Association checklist/format.

Construction Crew Member Jun 2012 to Dec 2013

Company Name 1/4 City , State

- Demolition of homes and retail space that were to be remodeled.
- Framing and sheet rocking.
- Cleanup of jobsite after remodel or build complete.

Server Oct 2011 to Feb 2013

Company Name 1/4 City , State

Construction Crew Member Jan 2002 to Jan 2009

Company Name i¼ City , State

- Demolition of homes and retail space that were to be remodeled.
- Framing and sheet rocking.
- Cleanup of jobsite after remodel or build complete.

Education

BSBE , Information Technology Present East Carolina University i¼ City , State

(Online BSBE)

Bachelor of Science , Appropriate Technology May 2012 Appalachian State University i¼ City , State

Renewable Energy and Green Technologies

High School Diploma , College Prep May 2005 Parkwood High School i¼ City , State

Skills

- Office Administrative tasks: filing, market analysis, marketing plans, outreach marketing, answering multi-line phones, appointment scheduling, billing and collections, typing.
- Microsoft Office: Word, Access PowerPoint, Excel, Outlook, and Publisher.
- Mac Office Suit: Pages, Numbers, and Keynote
- Proprietary Programs: RealPage/Onesite, ADP E-Time Management, Key-Trac System, Blue Moon, LeasingDesk, Weblisters, Property Solutions, LRO, MRI, SafeRent, and Yardi.
- Technology and Drafting Software: Revit BIM, AutoCAD, Windographer, C+ and C++ programming languages.

Accomplishments

- I have received "Exceeds Expectations" on my end of year performance reviews with Ginkgo Residential and Fairfield Residential.

Volunteering

- Volunteered with Watauga Extension teaching ESL (English as a Second Language) to migrant farm workers in Boone, NC in 2007.
- Worked on the ASU Sustainable farm in 2007.
- Worked at the ASU Biofuels Lab in 2008.