

FINANCE CUSTOMER CARE REP LEAD

Summary

Property Manager with vast experience in real estate management. Strengths include sales skills, critical thinking and the ability to communicate with individuals at all levels.

Highlights

- Microsoft Office 2010
- Microsoft Project 2007
- Sage Timberline Accounting
- Yardi Voyager
- Microsoft Office 2010 Suite
- Sage Timberline Office
- Yardi Voyager
- Payroll expertise
- Fair housing mandates
- Knowledge of leasing and market conditions
- Multi-family property management
- Strong organizational skills
- Sharp problem solver
- Training manual contributor
- Dedicated to process improvement

Accomplishments

Developed annual budgets, including determining short and long-term goals to support the overall profit and growth objectives.

Experience

Finance Customer Care Rep Lead , 05/2012 to Current Company Name i¼ City , State

Created new processes and systems for increasing customer service satisfaction.

Developed highly empathetic client relationships and earned reputation for exceeding customer expectations.

Cross-trained and provided back-up for other customer service representatives when needed.

Resolved customer/vendor issues timely and accurately

Worked under strict deadlines and responded to customer/vendor requests with in 24 hour SLA.

Interacted with vendor to follow-up on payment statuses and expedited resolution of payment issues.

Promptly responded to general inquiries from members, staff, and clients via mail, e-mail and fax.

Processed credit card payments for customers.

Created training materials to be used by new hires and as cross training aids for other members of the Finance team.

Payroll and AR Manager , 05/2010 to 01/2012 Company Name i¼ City , State

- Manually process all time cards into the payroll system and clarify any errors for approximately 250+ employees as well as manage payroll of 40 salaried employees.
- Submit certified payroll to clients verifying all federal guidelines are followed.
- Executed accounts receivable reporting enhancements and reconciliation procedures.
- Helped implement biometric time card system.
- Prepare all monthly AIA construction billings and special clients forms based on work performed and send to client.
- Make collection calls on all billings submitted and project payment dates.
- Prepare and update monthly collections report and daily cash collections for Senior Management.
- Attend all pre-construction meetings for verification of accounting contact information, billing forms, and tax exemption status/certificates.
- Process weekly payroll, payroll taxes, 401K payments using Sage Timberline Accounting software.
- Deposited third party checks.

Assistant Site Manager , 06/2009 to 01/2010 Company Name i¼ City , State

- Interviewed prospective tenants and recorded information regarding certain needs and qualifications.
- Executed daily operations of multiple rental properties.
- Prepared lease and rental agreements for lessees and collected specified rents and other fees.
- Arranged for alterations, maintenance, upkeep and reconditioning of property.
- Prepared and coordinate marketing via various websites.
- Managed accounts payable and account receivable functions for multiple properties Prepared, edited and distributed letters, memos and inquiry responses.
- Coordinated the completion of a federal physical inspection which obtained a 99 out of a possible 100 points.
- Maintained in-depth knowledge of competition through consistent evaluation of market conditions and trends.
- Collected and kept careful records of rental payments.

- Handled customer complaints personally to verify they were properly handled.
- Reviewed completed applications and assessed household information against file history and program regulations.
- Conducted annual re-examination appointments and housekeeping inspections.

Property Manager , 10/2006 to 06/2009 Company Name i¼ City , State

- Executed daily operations of a 440 unit apartment and townhouse community.
- Supervised 9 employees, scheduled work hours, resolved conflicts, and determined salaries.
- Handled all legal proceedings with eviction of tenants.
- Maintained accounting and budgetary controls for the site.
- Managed and maintained filing system, ensuring compliance with HUD and IRS.
- Directed preparation of financial statements and reported on status of properties, including occupancy rates and lease expiration dates.
- Worked very closely with the local housing authority.
- Trained new employees on the Yardi system.

Program Specialist III , 10/2004 to 10/2006 Company Name i¼ City , State

- Managed program to ensure that implementation and prescribed activities were carried out in accordance with specified objectives.
- Assisted in making travel arrangements for diverse conferences and educational opportunities.
- Researched, compiled, and analyzed data for several projects.
- Successfully managed a 20-person team who deployed various out reach programs to a targeted community.
- Created and prepared program reports, expense reports and presentations.
- Structured and maintained a diverse advisory board.
- Controlled expenditures in accordance with budget allocations.
- Reviewed reports and records of activities to ensure progress was being accomplished toward specified program objective.
- Maintained data base with confidential information.

Administrative Assistant , 01/2003 to 10/2004 Company Name i¼ City , State

- Managed calendar, scheduled meetings, arranged and facilitated presentations for organizations.
- Served as Administrative contact for clients and external associates.
- Created and maintained data base for contacts as well as mailing lists.

Community Manager , 01/2000 to 01/2003 Company Name i¼ City , State

- Coordinated the completion of a \$4.3 million property renovation with a 90% occupancy rate.
- Hired and trained new employees in Section 42,8 and 236 housing laws Completed critical first year files of a 176 unit section 42 program.
- Worked as a floating manager on a number of section 42 properties.
- Supervised 14 employees, scheduled work hours, resolved conflicts, and determined salaries.
- Collected and kept careful records of rental payments.
- Oversaw budgeting process for 3 assigned properties.
- Monitored and documented all income, including delinquencies.
- Managed all day-to-day activities involving tenants, subcontractors and property management.
- Compiled and conveyed all operational and financial data to the regional manager.

Education

Bachelors : Business and Finance DeVry University i¼ City , State

Coursework in Business Management and Finance

Skills

Accounting, Accounting software, accounts payable, Administrative, AIA, billing, billings, budget, clarify, conferences, client, clients, data base, Senior Management, filing, financial statements, forms, legal, letters, marketing, meetings, Microsoft Office, Office, Microsoft Project, payroll, presentations, progress, Sage, Structured, tax, taxes, Timberline, travel arrangements, websites