

Andrew C. Ellis

3535 Roswell Road NE Apt. D3, Atlanta, GA 30305 | (404) 295-7216 | andrewcellis84@gmail.com |

RESUME

PROFESSIONAL SUMMARY

Experienced, Knowledgeable, Self-Motivated, Customer Service Centric, Customer Management Professional with over 21 years experience in Face-to-Face Customer Service and over 14 years of Property Management -Multi-Family - Residential Housing experience. Seasoned on-site management working team member with a range of property types made up of the following: Conventional, LIHTC, Corporate Housing and Student Housing.

EDUCATIONAL BACKGROUND

Georgia State University

Bachelor of Business Administration | Business Administration

Georgia Perimeter College

Associate of Business Administration | Business Administration 2004

SKILLS & PROFICIENCIES

- Experienced in daily, on-site management of multi-family housing properties

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WORK EXPERIENCE

ASSISTANT PROPERTY MANAGER LANDMARK PROPERTIES, INC. | ATLANTA NOV 2023 - FEB 2024

Assistant Property Manager (Resident Services Manager)

Assisted in overseeing the day-to-day operations of a Class A, 836- unit, 32-story, Luxury Off-Campus Student Housing High Rise Tower.

Responsible for the on-time collection and accurate reporting of nearly \$1.4M in monthly rent, associated fees and charges

Successfully, reduced overall month end delinquency from a staggering 35% to an acceptable 7% in just under 60 days.

Reduced Monthly Bad Debt write-offs from \$570,000 to \$44,000 in two month period.

Minimizing overall 30, 60 & 90-day aged receivables overall by \$526,000.

Maximized NOI by addressing issues with slow paying tenants thus minimizing exposure to potential loss of revenue and potential loss of occupancy

Worked with residents and their guarantors to establish payment plans for anyone owing more than two months of unpaid rent, that would be structured to allow them to afford to make their current monthly rent and remain in their unit.

Collaborated with upper management to create a workable solution for slow to pay, severely delinquent residents and residents that simply could not afford their contractual obligations.

Worked with residents who could not afford to remain in their unit to create an exit plan consisting of option for lease takeover or voluntary termination of lease agreement

OFFICE MANAGER/ASSISTANT TO CEO KHANDAAN, LLC | SOUTH FULTON MAR 2023 - JUL 2023

Oversee Daily Business Operations of Wholesale Convenience and Tobacco related warehouse and 15 on-site employees

Vendor and Customer account receivables and account payables

Compliance, Auditing and Reporting of weekly and monthly State and Federal Tobacco tax.

Brainstorming, Researching and Implementing new, more efficient ways of conducting business.

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SKILLS & PROFICIENCIES

- Proficient in Property Management Software, C.R.M. Tracking software and Accounting software (Yardi, Entrata, One-Site / RealPage, MRI, J.D. Edwards, Buildium, Knock, Peachtree Accounting)
- Proficient in Microsoft Office Software
- Expert in Microsoft Excel
- Expert in Canva Marketing Creative Software
- Three years of On-Site LIHTC and Regional Corporate Office level LIHTC bond compliance auditing
- Three years of experience working with Tax Credit: 20/50 property (Fulton County and DeKalb County)
- Three years of experience working with Tax Credit: 40/60 property (Fulton County)
- Excel at creative thinking and problem solving.
- Constantly looking for ways to improve business in either profitability and/or efficiency thus helping to drive the bottom line upward
- Extensive Financial auditing and reporting at Regional Office and Property levels
- Budget Creation and Implementation at both Regional Office and Property levels
- Transparent in all aspects of management
- Firm believer in consistently raising the bar for myself to ensure I always deliver exceptional results and challenge others to do the same.

WORK EXPERIENCE

ASSISTANT PROPERTY MANAGER ZRS PROPERTY MANAGEMENT | DULUTH OCT 2022 - MAR 2023

Assisted in the daily Operations of 175-unit, class B, REIT based asset managed property in Duluth, GA.

Directly managed all Resident Account Receivables, Delinquency accounts and delinquent account filings.

Lead, cultivated and managed all Leasing Staff in their day to day duties as well as promotional campaigns intended to drive up resident retention and shorten the periods of vacancy loss by quickly and efficiently, securing new residential leases.

Built a positive working environment with subordinates and co-workers by stressing the importance of taking pride in what you do and to always, remain empathetic to customers and always stay positive while taking the high road.

Built trust between management and residents while successfully earning a reputation of being fair, honest and easy to approach.

Responsible for driving overall occupancy from 91% to 98% occupied.

Achieved greater than 98 resident retention and renewal rate through an ongoing resident outreach campaign including door to door property walks, resident weekend and after hours functions along with cold calls to residents.

OPERATIONS COORDINATOR CWS CORPORATE HOUSING | ATLANTA MAR 2022 - OCT 2022

Oversee the daily Operations of the Atlanta Market for CWS Corporate Housing.

Compromising of nearly 80 Class A Apartment Homes sourced from within our contractually exclusive, expansive local network of : Gables Residential, MAA and CWS Apartment Homes

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PROFESSIONAL REFERENCES

Tranae Yates

(470)422-6324
Landmark Properties, LLC
Community Manager

Bianca Durant

(336) 416-8023
Landmark Properties, LLC
Leasing & Marketing Manager

Christina Miller

(910) 662-5503
ZRS Management , LLC
Property Manager

Angela "Angel" Voss

(404) 343-9069
Thales North America (dba Gemalto)
High Security Vault Manager

Monique Levenstein

(404) 429-5150
Prime Time Leasing, LLC (CWS
Corporate Housing Vendor)
Manager
(collaborated with on daily basis
much like a co-worker)

Corey Hurst

(404) 548-3003
Atlanta Network Technologies Inc.
Warehouse Associate

Michael Adams

(706) 593-9279
Private Client
A Private Client from Self
Employment

WORK EXPERIENCE

BETTER LIVING MANAGER VENTERRA | SANDY SPRINGS OCT 2021 - FEB 2022

Oversaw the day to day management, financial and leasing functions of a 368 unit, mid-rise, Class B property In Sandy Springs, GA.

Maintained an average month end delinquency of less than 0.80

Reduced the average delinquency rate from over 4% to 1.18% in my first 3 weeks of employment

Reduced the delinquency further to 0.93 by the end of my first full month and maintained an even lower average the rest of my tenure

Started communication with residents by making myself visible going door to door to check on those who were slow or late paying to see what was causing them to fall behind on their rent

Educated and informed residents of programs and organizations willing and able to provide relief and rental assistance

Sent weekly info sheets with late notices reminding residents of the COVID Relief funds available to them and how to enroll in relief programs

Built trust between Management and Residents by treating residents with respect and having empathy for their situations and trying to offer help whenever and wherever with respect to fair housing regulations.

Directly responsible for increasing overall customer satisfaction 24 percent in four months. Increased from 67% when I started rising to 91% during my tenure.

Worked with another properties management team to secure a few time slots for the Fulton County Covid Relief Mobile sign up busses to visit property and sign up as many residents who qualified for housing relief payments to help them remain in their homes during COVID-19 pandemic.

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WORK EXPERIENCE

CONSULTANT SELF EMPLOYEED | ATLANTA MAR 2009 - JAN 2019

Maintained an average monthly delinquency of less than 1 of overall monthly income

Scheduled regular maintenance and turnover work for vacant and occupied rental unit's

Worked closely with construction teams and property investors/owners to determine their individual needs as well as the needs of the property to ensure maximum profitability

Established and maintained close relationships with vendors and contractors

Addressed resident concerns with positive professional attitude while still upholding the integrity of Fair and Equal Housing Guidelines while remaining compliant with local housing ordinances and laws

Responsible for monthly marketing strategies to determine how to reach new markets and/or bring new light to existing markets

LEASING MANAGER/LEASING AGENT FAIRFIELD RESIDENTIAL | ATLANTA MAY 2008 - MAR 2009

Oversaw day to day leasing activity of 468 unit's in Roswell, Ga.

LIHTC 20/50 property under construction and in lease-up status

Responsible for monthly and quarterly marketing campaign strategy and implementation.

Met quarterly and monthly with bond auditors to monitor community LIHTC compliance

Oversaw resident retention focusing on monthly resident activities as well as getting residents involved with referral programs for occupancy and income growth

Addressed resident concerns with positive professional attitude while still upholding the integrity of company policy and procedure

Maintained a 38% closing ratio

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**LEASING MANAGER/LEASING AGENT
FAIRFIELD RESIDENTIAL | ATLANTA
MAY 2008 - MAR 2009**

(CONTINUED)

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**REGIONAL SPECIALIST / ASSISTANT MANAGER / LEASING AGENT
GENERAL SERVICES CORPORATION | ATLANTA / METRO ATLANTA
JUL 2006 - JAN 2008**

ASSISTANT MANAGER

Oversaw day to day activity of 447 unit's in Sandy Springs, Ga

Contributed to 7 occupancy growth in time span (86 to 93)

Emphasis on resident retention focusing on monthly resident activities as well as getting residents involved with referral programs for occupancy and income growth

Maintained an average monthly delinquency of less than 1 of overall monthly income

Handled over \$400, 000 per month as part of rent and fee collection

Scheduled regular maintenance and turnover work for vacant and occupied apartments

Worked closely with maintenance and leasing staff to better determine their individual needs as well as the needs of the property to ensure resident retention and customer satisfaction

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NOTE

THIS RESUMÉ
IS NOT A
COMPREHENSIVE
LIST OF ALL
PREVIOUS ROLES
I HAVE HELD.

HOWEVER,

THIS RESUMÉ
IS A
COMPREHENSIVE
LISTS OF ALL ROLES
I HAVE HELD
AS RELATED TO MY
14 YEAR CAREER IN
PROPERTY
MANAGEMENT

WORK EXPERIENCE

Established and maintained close relationships with vendors and contractors

Addressed resident concerns with positive professional attitude while still upholding the integrity of company policy and procedure

Responsible for monthly marketing strategies to determine how to reach new markets and/or bring new light to existing markets

Direct link between bond auditors for 20/50 property bond and LIHTC Reporting and compliance to HUD Office in Fulton County.

REGIONAL SPECIALIST

Assisted Regional Manager with overseeing the daily activities of 6 properties totaling 1806 unit's in the metro Atlanta area covering Chamblee, Sandy Springs and Roswell

Organized monthly lease renewals for portfolio maintaining an average increase of 5-8 across the portfolio during a declining multi- family housing market with a 92 overall portfolio resident retention rate.

Oversaw the monthly collection of over \$1.7 million in rent and fees and worked with properties to maintain an over all delinquency of 1 across portfolio

Provided financial as well as policy and LIHTC audit's for the region

Directly managed construction process to update 5 properties 4 in Sandy Springs 1 in Roswell, 1530 total unit's to meet new ICC codes

Oversaw all 20/50 LIHTC activity as well as 40/60 LIHTC in DeKalb and Fulton counties for region.

Responsible for new hire policy and procedure training as well as periodic employee update training

Provided a Direct link with Regional Manager and field staff Managed 8 regional overstretch construction employees

Organized weekly meetings onsite to better determine what would help field staff succeeded in customer satisfaction and resident retention so as to increase the bottom line

Filled in for field management to evaluate the company's market presence among competitors and get an updated view of overall