

SALES LEADERSHIP | PROPERTY MANAGEMENT TAMPA/CLEARWATER PORTFOLIO

Highly accomplished and results driven property manager with 13 years of experience in competitive markets. Specialize in lease-up, turnaround strategies and value add/repositioning. Demonstrates a sharp understanding of consumer preferences and up-and-coming design trends to enhance marketability and visual allure. Skilled in nurturing tenant connections, resulting in low turnover and increased occupancy rates. Enhances brand standing through demographic analysis, focused marketing, and effective advertising strategies. Committed to extensive training and dedicated to nurturing the growth of team members across all levels within the organization.

Professional Areas of Expertise

- Valuable Team Building: Share and demonstrate best practices with office problem solving, competitive marketing, delivering, "WOW" customer service, provide leadership, mentoring, and training to achieve high performance and retention.
- Effective verbal and written communication: Presentation, interpersonal, and supervisory skills. Effective, rapport building using personality and genuine interest in the needs of clients, vendors, and owners needs.
- Extremely organized, initiative-taker, self-motivated, team orientated, consistent demonstration of positive work life, can-do attitude.
- MRI, CRM, Yardi, One-Site, Yield Star, AMSI, Credit Software, Blue Moon Software, Microsoft Office.

Property Manager

Bainbridge Companies: Preserve at Westchase 300 units.

4/2023 – Current

Achievements: Transitioned new management and staff from a distressed property by Increasing occupancy from 78% to 93% within 6 months while increasing value add.

Hired and trained staff members and boosted overall morale.

Increased Satisfacts from 2% to 4.5% on social medial platforms.

Senior Community Manager

Richman Property Services: The Sedona 240 units Signature Luxury Market Community, Belleair Place 180 units and Bayside Court 144 units

4/2017 – 1/2023

Achievements: 100% occupied and leased through the current rental economic boom

Transfer from affordable to signature.

Onesite transition to Yardi and Rent Café in 2021'. **Maintained a full healthy staff of 8 people on two sites through COVID 19, changing economy, and environments.** 100% Occupancy and 100% Leased at Belleair Place with a 0% delinquency throughout 2019. Maintained State Compliance Audit for Belleair Place and Bayside Court from 2017-2020

Established 99% Employee Engagements and Retention in 2019

Responsibilities:

- Facilitates the optimum performance in the areas of employee, vendor, and resident management, leasing, reputation management, collections, resident services, maintenance, revenue enhancement, capital improvements, information reporting and compliance with all applicable laws, HUD, and company policies.

Community Manager

SPM Management/ZRS Management: Twenty 35 Safety Harbor Apartments (200 units Built In 1970) 09/2015-2/2017

Property Management Change Over from ZRS

Achievements:

- Promotion to Community Manager
- Successful takeover transition

Responsibilities:

- Conducting daily administration, financial operations, leasing/maintenance.
- Compile financial, marketing, and monthly/ weekly owners reports.
- Obtain comparable vendor contract bids and manage capital projects.
- Inspect and manage the completed work of vendors before processing payment.
- Monitor performance with staff as well as recruit and hire.
- Conducting property inspections weekly.
- Keeping an open-door policy with employees.
- Develop strong resident/vendor/owner's relationships.
- Ability to train employees and educate residents while clarifying complex issues.

- Proficient in Onsite, Yardi, and Yield star – LRO pricing

Assistant Manager

Achievements:

- Renovated/1970 property lease up - increased occupancy from 35% to 90% while aggressively using outside marketing.
- Promoted from leasing agent to assistant manager within a brief time.

Responsibilities:

- Consistently reviewing delinquency reports daily and working to collect money owed to the community.
- Email, call or knock on doors of non-paying residents to identify an action plan to pay.
- Prepare daily reports of activity and report to Community Manager and Leadership.
- Assess move out charges, complete final account statements, and eviction processes.
- Property Lease up – increased occupancy from 75% to 97% within 90 days.

Assistant Manager

Bridge Real Estate Group: Bayridge Apartments (208 Units)

05/2012-2/2013

Responsibilities as Assistant Property/ Community Manager

- Assist the Property Manager with any projects, special reports, resident relations, and suggest ideas to better workplace and community.
- Daily correspondence and record keeping regarding anything pertaining the property while abiding all Fair Housing Laws and Policies
- Responsible for collecting all monthly rent to achieve the lowest delinquency and highest NOI numbers possible as well as preparing month end accounting report and submits them in a timely manner.
- Physically walk and inspect apartments for damages upon move-outs and charge past residents based on state regulatory agency statutes and each client's community's documents, policies and procedures. Walk community on a daily basis to address issues and verify standards.
- Maintaining close business relationships with office team members, vendors, residents, and prospective residents. Listen attentively to questions and comments. Communicates in a professional and composed demeanor under all circumstances.

Assistant Community Manager

Pinnacle Family: Citrus Falls Luxury Apartment Homes (256 units)

05/2007-5/2012

Achievements:

- Promotion to Assistant Community Manager
- Successfully assisted property take over from Equity Residential to Pinnacle Family Management in August 2011
- Achieved the "Rookie of the Year Award in 2011" presented by Investment Business Manager on behalf of CPM. Vice President - East Region
- New Acquisition accounting take over, 4 out of 5 100% Month End Pre-Close Score Card
- "Top Shop Club," recognition received with a 100% Phone and Property Shop Report in February 2012 -Overall total score was EXCELLENT.
- Acting Property Manager for 6 months while position was vacant: Assisted with bills, landscaping issues, and upgrades, property improvements (building exterior painting, enclosed pool reconstruction, and order new pool furniture) staff schedules, worked closely with keeping the Regional Manager up to date with property improvement projects.

Responsibilities:

- Report daily to Pinnacle Accountant all bank deposits, move-out statement of deposits, and monitoring of all ledgers.
- Demonstrate proficient Month End Close Out reports to property management and owners.
- Monthly maintain a 3% and under property resident delinquency with evictions, skips, and early terminations
- Resident problem-solving pertaining to tenants and the property with exceptional customer service techniques

Top Tampa Portfolio Sales Performer 5/2007 – 8/2011

Equity Residential: Citrus Falls Luxury Apartments (256 units) for Tampa. Lofton Place (256 units), Hidden Palms (246 units), Sable Palm at Carrollwood (432 units), Crosswinds Apartments (206 units) St. Petersburg, FL.

Achievements:

- "Rookie of the Year Award 2007" and "Leasing Consultant of the Year 2009", "Property of the Year Award 2009
- "Property of the Year Award 2011". Presented by Regional Manager and Area Vice President of Equity Residential
- Top Leasing Agent during a premiere "A" property takeover/lease up from 40% occupancy to 90% within 90-days
- Assisted Equity Residential with a 3 successful sales transitions. Hidden Palms Apartments in 2008, Crosswinds Apartments in 2011, and Citrus Falls 2011. Assisted with maintaining a high occupancy numbers through the sale of Lofton Place Apartments in 2008
- Achieved resident satisfaction scores above 90% and improved resident retention. Maintained a Customer Loyalty Score of 96% for 3 properties. Exceptional gross/net closing ratios with exceptional closing net leases per month
- Multiple Top/Outstanding Sales/ Performance Awards during floating position for seven Equity Residential properties
- Multiple recognition awards for Exceptional Customer Service for multiple Equity Residential Properties
- BAAA (Bay Area Apartment Association) Mastermind Certificate of Excellence in Performance Award in 2010".

- Chosen by BAAA board members to speak at a public leasing and sales meeting.

Responsibilities:

- Review, perform, and organize all leasing and sales responsibilities for the Tampa portfolio properties at multiple times. Interacts directly with forthcoming and current residents to achieve maximum occupancy and NOI.
- Submit audit compliant, daily, weekly, and monthly reports as required.
- Keeps abreast of ever-changing market conditions in the multi-family industry.
- Constant renewal, new move-in, and prospect follow up's and tracking to achieve high revenue for the company and shareholders.
- Function as the company's representative by conveying the benefits of the community.
- Responsible for the leasing process from introduction to the actual occupancy of the apartment and maintains communication throughout the tenancy of the resident.
- Post rent to all accounts, maintain fewer than 2% delinquency, and precede eviction process.