

RESUME ID# 123

OBJECTIVE

Highly-motivated, dedicated, knowledgeable, and results-driven professional to secure a position with your company or organization as a ***Property Manager, Accounting A/R – A/P Specialist, or other position as applicable***, utilizing my skills, training, education, and experience

SUMMARY OF QUALIFICATIONS

- Over 7 years' experience managing up to 58 rental apartment units, interacting with a diverse population of customers screening tenants through background checks, securing deposits and collecting rents, drawing up leases and presiding over lease signings, directing maintenance work to be performed, and resolving tenant's issues to their complete satisfaction
- Utilized as a respected and knowledgeable resource, the "go-to" professional to provide solutions, sound judgment, and clarity of thought, resolving issues through the development of achievable action plans when others cannot
- Over 12 years' experience in sales and providing uncompromising highest standards of customer service in the property management, transportation freight claim, human services, and office/accounting industries, assisting customers with their product/service requirements and selections, offering intelligent solutions customized to individual needs, negotiating and securing agreements and deposits, and resolving issues to their complete satisfaction
- Experienced using computers, Windows, MS Office, Internet research, and email; types 80+ WPM
- Multi-tasks effectively, learns new systems quickly, and completes all projects on or ahead of critical deadlines
- Strong communications, math, analytical, and problem-solving skills
- Works well independently or collaboratively in a team environment

PROFESSIONAL EXPERIENCE

05/12 – Pres. ***Laundromat Attendant***

The Laundry Lounge, Niagara Falls, NY

- Assisted customers having their clothes laundered or helping them to operate the machines
- Cashed-out customers using credit card readers or cash registers, giving them their cleaned laundry, washed, dried, and folded
- Cleaned the facility as needed including bathroom, kids' playroom, mopping, cleaning toilets, cleaning the washers and dryers, etc.
- Trained new cleaning personnel, monitoring work progress, and conducted performance evaluations

09/06 – 01/18 ***Property Manager / Accounting Specialist***

Niagara Falls Neighborhood Housing Services, Inc., Niagara Falls, NY

- Managed all aspects of property management/maintenance, for up to 7 properties comprised of 58 units including apartments complexes and single family homes throughout Niagara Falls, NY
- Oversaw all marketing, advertising, screening, and securing of residential tenants, including performing extensive background checks, drawing up lease agreements, presiding over all lease signings and collecting deposits and rent, additionally

enforcing rent escalations, addressing and resolving breaches of lease agreements including following through with 3-Day notices to cure, collecting late and other fees, coordinating/scheduling marshals, and justly evicting tenants

- Supervised a dedicated maintenance professional performing renovations and other work to prepare apartments for new tenants including interior and exterior work as needed
- Experienced placing tenants for low-income housing and Section 8
- Through an associative partnership with the City of Niagara Falls, assisted referrals from real estate professionals and bankers to counsel and advise first-time homebuyers on how to take advantage of HUD funding, determining eligibility, and assisting them with filling out forms/applications
- Performed a wide range of duties as the Accounting Specialist (09/06 – 07/10) preparing and processing payroll for up to 10 personnel, answering multi-line phones, and a managing A/P and A/R, preparing bank deposits for up to \$60K, and ordering office supplies as necessary
- Promoted to the property manager position based upon work ethic, industry knowledge, customer relationship building, leadership skills, and other performance metrics

07/05 – 09/06 ***Damage and Loss Claims Specialist***

National Traffic Service, Inc., Amherst, NY

- Audited a wide range of freight claims, from varying degrees of damages to complete loss
- acted as liaison on behalf of clients, collecting payments from the carrier in restitution of damages incurred during the delivery of shipments

EDUCATION, TRAINING & ACHIEVEMENTS

Associate of Applied Science, 1996

*Accounting I and II • Intermediate Accounting I & II • Business Communications
Business Law • Income Tax Procedures • Computerized Accounting • Math for Finance*
Niagara County Community College, Sanborn, NY

GED, 1993

Niagara Falls South Junior High School, Niagara Falls, NY