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**PROPERTY MANAGEMENT PROFESSIONAL**

Results-driven property management and customer service professional with proven record of optimizing operations in service of organizations' missions and values. Hands-on supervisor capable of leading an energetic team to success within a fast-pased industry, Dedicated to providing the most punitive client experience possible with the resources available. Areas of expertise include:

• Operations lvlanagernent • Sta ff Training and Recruitment

• Customer Service • Accrual Reports

• Budgeting and Variance Reports • Collections and Delinquency

• Dui.: Diligence • Sales Management

**PROFESSIONAL EXPERIENCE**

**AAA RESIDENTIAL MANAGEMENT •** City, **ST**  YYYY—Present **ASSISTANT PROPERTY MANAGER**

Support general property administration and manage operations of the apartment community daily. Schedule

appointments for showing and renting units and process paperwork for new residents moving in. Perform move-in and move-out inspections and calculate applicable charges for damages; determine market readiness and maintain aesthetics of each apartment. Write up three-day notices and initiate eviction procedures when necessary.

• Lowered a property at 4% delinquency to under 1% through aggressive account management.

• Improved customer relations by offering crucial support where otherwise lacking.

XVI,. APARTMENTS**-THE ABC COMPANY •** City, ST YYYY YYYY

**ASSISTANT PROPERTY MANAGER**

Prepared monthly rent roll and renewal report to maintain consistent records and ensure profitability on a month-to-month basis. Performed compliance and due diligence for a wide variety of properties, including properties in Ohio and Indiana. Managed studious records of keyless entry cards and remotes. Fissured consistent, thorough collection, posting, and depositing of rent, security deposits, and other revenue Trained new staff Members and provided regular feedback. Evaluated vacant units and gave permission once properties were ready for move-in. Solicited residents for lease and lease renewal to boost the volume of long-term residents.

• Promoted from assistant community director of a small property to a 514-unit property within just eight months of   
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• Achieved peak collections of 475K, far outpacing the previous maximum collected amount of $370K

• Boosted revenue by cutting delinquency from an average of 19K to wider 1K within first four months of hire.

**GROCERY STORE •** City, ST YYYY -YYYY

**SERVICE MANAGER**

Provided outstanding customer service by greeting and assisting each customer. Efficiently resolved issues and handled inquiries in person and by phone. Interviewed, recruited, and trained new team members and provided consistent performance feedback and coaching to meet or exceed quarterly goals, Mentored staff members through sales, inventory-  
taking, and reconciling cash receipts.

• Promoted from bagger to service manager within a brief timefratne based on excel/eta customer service and ability

to build a strong rapport\_

**EDUCATION**