

JOHN SENA

PROPERTY MANAGER



SUMMARY

I have 19 years of property management experience dealing with all aspects of the daily running of a property. To include but not limited to handling accounts receivables, payables, budgets, leasing, renewals, resident retention, hiring and maintaining a good working relationship with vendors and overseeing the appearance and upkeep of the property. I have excellent customer service skills and a great track record of maintaining resident tenure. Hiring, training and maintaining employee morale is an area I also have excellent skills in.

SKILLS

- Received average guest ratings of 4.5/5 and 4.8/5, for each respective property from guests on VRBO (Vacation Rentals by Owner).
- Answered guest phone calls and emails, provided timely solutions to guest complaints.
- Established proper records in Excel to keep track of tenants, rent, state & local sales tax, and guest occupancy level.

EDUCATION

Bachelor's in Integrative Studies Society Services,
2013

California State University Los Angeles, CA

CONTACT ME

Cell: +1 573-200-7295

Clem@resumesbot.com

3137 Tree Frog Lane, Easton, MO 64443

PROFESSIONAL EXPERIENCE:

PROPERTY MANAGER

Royal American Management, LA, CA | Oct. 2016 - Present

- Increased to and maintained occupancy rate to 98% or higher.
- Maintained delinquency at less than 2% with 9 months at 0%.
- Processing and executing legal documents with contracts and evictions.
- Maintained expenses below budget and increased income through raising rents, raising occupancy over budgeted rate and increasing fees.
- Facilitated capital improvement projects from the original concept, bid process, execution and completion.
- Oversight of 7 employees including hiring, training, scheduling and payroll, staff meetings, and performance evaluations.
- Processing all reports to Regional Manager and Corporate Staff on company timeline.
- Created budgets and spreadsheets to maximize performance of community office.

PROPERTY MANAGER

Wasatch Property Management, LA, CA | Jul. 2013 - Mar. 2016

- Facilitated the collection of the monthly rent.
- Provided excellent customer service to residents and prospects.
- Addressed resident concerns or complaints.
- Managed the renewal process from determining rental rate increases to generating letters.
- Processed weekly reports for delinquency and prospects.
- Reduced delinquency to below 3% of income.
- Processed accounts payable from purchase orders to invoices.
- Oversight of 4 leasing agents and 5 maintenance staff members.
- Reviewed and approved or declined applications, credit reports, and background checks.
- Processed budgets and maintained a positive NOI.

CERTIFICATIONS

Driver's License

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