

OLIVIA SMITH

Assistant Community Manager

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PROFESSIONAL SUMMARY

Proficient Assistant Community Manager with 7 years of experience in property management and resident relations. Expertise in enhancing community engagement and streamlining operations to maximize resident satisfaction. Demonstrated leadership in team development, financial oversight, and effective communication, driving a positive and vibrant living environment for all residents.

WORK EXPERIENCE

Assistant Community Manager II

Seaside Innovations

📅 Jan / 2021-Ongoing
📍 Santa Monica, CA

- 1. Provided tours of the community to prospective residents and their families.
- 2. Supported the development of community policies and procedures.
- 3. Engaged with residents through surveys to assess community needs and preferences.
- 4. Facilitated workshops and educational programs for resident development.
- 5. Ensured compliance with Fair Housing and Employment laws in all operational aspects.
- 6. Monitored social media for community feedback and engagement opportunities.
- 7. Inspired team growth through effective coaching and development programs.

Assistant Community Manager

Lakeside Apparel Co

📅 Jan / 2018-Jan / 2021
📍 Chicago, IL

- 1. Oversaw office procedures to ensure operational efficiency and compliance.
- 2. Prepared and submitted annual budgets for board approval, aligning with strategic goals.
- 3. Assessed and prioritized maintenance work in conjunction with the Housing Maintenance Foreman.
- 4. Coached and mentored employees, enhancing team performance and morale.
- 5. Presented comprehensive management reports to the board, facilitating informed decision-making.
- 6. Managed crisis situations effectively, ensuring resident safety and satisfaction.

EDUCATION

Bachelor of Arts in Business Administration

University of Georgia

📅 Jan / 2015-Jan / 2018
📍 Phoenix, AZ

Studied business management principles with a focus on real estate and community development.

SKILLS



ACHIEVEMENTS

- 🌟 Increased resident satisfaction scores by 25% through improved communication and engagement initiatives.
- 🌟 Successfully reduced tenant turnover by 15% through effective retention strategies and community events.
- 🌟 Implemented a new marketing strategy that boosted property visibility and increased inquiries by 30%.