

# JACKSON TURNER

## Resident Services Coordinator

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### PROFESSIONAL SUMMARY

Compassionate Resident Services Coordinator with two years of experience driving resident engagement and support initiatives. Skilled in implementing programs that empower residents, enhancing community connections, and ensuring effective communication. Dedicated to fostering inclusive environments that address diverse needs and promote overall well-being.

### WORK EXPERIENCE

#### Resident Services Coordinator Seaside Innovations

Apr / 2024-Ongoing  
Santa Monica, CA

- 1. Responded promptly to emergency calls from residents, ensuring their safety and well-being.
- 2. Conducted daily check-ins with independent residents to monitor their needs and provide support.
- 3. Coordinated transportation services for medical appointments, enhancing accessibility for residents.
- 4. Welcomed residents and guests, fostering a friendly and inclusive community atmosphere.
- 5. Provided clear information to residents regarding policies and procedures, addressing inquiries effectively.
- 6. Maintained an organized and welcoming office environment, ensuring efficient operations.
- 7. Processed lease renewals and rate increase letters, ensuring compliance with regulations.

#### Resident Services Coordinator Summit Peak Industries

Apr / 2023-Apr / 2024  
Denver, CO

- 1. Delivered case management services to elderly and disabled residents, addressing their individual needs.
- 2. Organized educational programs and recreational activities tailored for residents, promoting engagement.
- 3. Oversaw daily programs and events, enhancing the quality of life for residents in assisted living.
- 4. Managed transportation logistics for outings and appointments, ensuring residents' mobility.
- 5. Collaborated with the management team to improve service delivery and resident satisfaction.
- 6. Planned youth activities, providing mentorship and support for children aged 7-13.

### EDUCATION

#### Bachelor of Arts in Sociology University of California

Apr / 2022-Apr / 2023  
Portland, OR

Focused on community development and social services, emphasizing support for diverse populations.

### SKILLS



### ACHIEVEMENTS

- Increased resident participation in community events by 30% through targeted outreach.
- Successfully implemented a monthly wellness program, improving resident satisfaction ratings by 25%.
- Coordinated transportation services for over 50 residents, ensuring access to essential appointments.