ROBERT SMITH

Sr. Resident Services Manager

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SUMMARY

To obtain a Medical Office job opportunity within the Medical Field, applying costumer services and administrative management experience that gained over the years; while in the process of achieving Health Information Management Degree with the specialization on Clinical Data Coding.

CORE COMPETENCIES

Microsoft, Spanish Speaker.

PROFESSIONAL EXPERIENCE

Sr. Resident Services Manager

Greystar Property Management - May 2015 – 2020

Key Deliverables:

- Completed call-backs on all service request within.
- Developed, produced and coordinated resident communications.
- Organized and coordinated resident functions.
- Evaluated the appearance and overall curb appeal, landscape, office environment and vacancies.
- Reviewed the Curtesy Officer nightly reports and following-up on incident reports and lease violation notices as necessary, and ensuring the leasing office is secured for the evening.
- Checked the answering services throughout the day for messages, and return calls as necessary.
- Completed all leasing paperwork.

Resident Services Manager

Delta Corporation - 2010 – 2015

Key Deliverables:

- I was in charge of the residents needs and handled all the incoming accounting.
- Helped with resident activities and kept up with my required certificates and training.
- Specialized in fair housing law and property law.
- Leased class A luxury apartments at a 233 unit community, scheduled tours for leasing staff, audited and maintained files on residents, assisted .
- Provide top-level customer service to residents, parents and DePaul University -Coordinate work orders with building engineers, and follow-up with .
- Assessment and improvement of office logistics.
- This is Dummy Description data, Replace with job description relevant to your current role.

EDUCATION

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- Associate of Appliance Science in Health Information Management - 2016(Northern Virginia Community College - Loudoun, VA, US)

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