

OLIVIA KENDALL

PROPERTY MANAGER

Location

: 123 Elm Street • Herndon, VA 20171 | **Email**

: okendall@notmail.com

Telephone 02 3333 4444 | **Mobile** 703 555 5555

PROFESSIONAL PROFILE

A veteran property manager with more than eight years of experience, ensuring profitability and developing strong tenant relationships. Accomplished leader, repeatedly recognized for outstanding performance, exceeding goals, and generating new revenue streams. History of excellence in interpersonal communication, relationship development, and establishing rapport. Expert ability to train clients and educate tenants while clarifying complex issues. Proven ability to save costs and grow revenue through analytical thinking and financial management. Highly skilled in mediation and negotiation. Proficient in Windows XP, Word, Excel, Outlook, Lotus 1-2-3, Quicken, and QuickBooks.

CAREER HIGHLIGHTS

ABC Properties – Herndon, VA,

Community Manager

2008 to Present

RESPONSIBILITIES

- Managed a team of seven who were tasked with property management operations for residential communities and in ensuring long-term profitability.
- Tasked with the responsibility of hiring, recruiting, and developing staff with the goal of ensuring excellent service, business orientation, and internal promotability.
- Mentored and trained managers as well as assistant managers in various aspects of budgeting, staffing, hiring, workforce management, sales, and services.
- Developed budgets and forecasts and optimized opportunities for new marketing prospects.

ACCOMPLISHMENTS

- Revitalized six under-performing communities in Maryland and Virginia through aggressive expenditure analysis, historical trending, targeting growth potential, reducing unnecessary expenses, and intensive staff training.
- Expanded revenues up to \$5.6 million annually.
- Successfully authored the “Move In/ Move Out” packet to assist residents, which was later adopted as part of the National Brand Marketing Platform.

BCD Properties – Herndon, VA

, *Property Manager*

2005 to 2008

RESPONSIBILITIES

- My main task was to channel my skills into effective property management for a 40-unit residential rental property.
- Oversaw tenant selection, lease management, insurance, and tax accounting.
- Directed the maintenance, major repairs, and daily operations of the property.
- My other responsibilities included managing utilities, collecting rent, and conducting tours of the property for prospective tenants.

ACCOMPLISHMENTS

- Exceeded the annual occupancy objective of 85% by a margin of more than 8%.
- Successfully devised and administered the operating budget of \$1.8 million annually, and exceeded revenue projections by \$45,000.

EDUCATION & QUALIFICATIONS

XYZ University, Herndon, VA

Bachelor of Arts Degree in Business Administration

Class of 2005

CORE SKILLS

- Excellent interpersonal and communication skills
- Track record of outstanding customer service
- Strong organization skills
- Strategic and market trend analysis

LANGUAGES

English ? French ? Chinese ? Turkish ? Russian

HOBBIES & INTERESTS

Photography ? Canoeing ? Snorkeling ? Reading ? Scuba diving

INDUSTRY REFERENCES

Donald David
Manager

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Stephen Michaels

Manager

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