

Thomas M. Larrañaga
9620 W. Russell Rd. # 2065 Las Vegas, NV 89148
(702) 600-5021
Email: thomasmlarranaga@gmail.com

Objective: HOA Management/Customer Service

To assist homeowners, team members, and management to maintain the best customer service possible within the community.

Professional Experience

FirstService Residential - Anthem Country Club

Assistant GM and Administrative Assistant Supervisor

2018 –2020

- Processed AR/AP Forms, Check Requests, and ARC Homeowner Applications
- Management Liaison to ARC Committee and DREC Committee
- Consistently dealt with violation/citation notices and fines
- Vendor coordinator for office use
- Daily use of Connect and CAMACCT systems for data entry/operations
- Frequent use of dwellingLIVE security system

RMI/FirstService Residential - Solera at Anthem

Administrative Assistant/Assistant Property Manager

2011 –2018

- Processed AR/AP Forms, Check Requests, and ARC Homeowner Applications
- Management Liaison and Secretary to Covenants Committee
- Compliance and Non-Compliance Officer
- Finance Committee Secretary
- Daily use of Connect and CAMACCT systems for data entry/operations

RMI - Corporate Office

Front Desk Associate

2010 - 2011

- Assist customers with assessment/payment receival and internal appointments
- Provided customer care over phone and email
- Frequent use of Connect system

Management/Improvement Courses

- ADA
- Active Listening
- Build Your Team

Thomas M. Larrañaga
9620 W. Russell Rd. # 2065 Las Vegas, NV 89148
(702) 600-5021
Email: thomasmlarranaga@gmail.com

- Collaborator
- Customer Service
- Decision Maker
- Good Listener
- How to Deal with an Upset Customer
- Public Speaking
- Progressive Counseling
- Safety and Health
- Security Awareness
- Sexual Harassment
- Staff Scheduling

Additional Qualifications

- Fluent in Spanish and English
- Daily Team Development

References

Available upon request