

## EXPERIENCE

### **Estancia Apartments, HSL Asset Management, LLC Tucson, AZ**

**May 1, 2012 – Nov 16, 2019**

#### **Community Director**

- Accountable for all property operations of a 217 unit multi-family housing community
- Responsible for collecting, posting and depositing all rents in a timely manner, monitoring and collection of any past due amounts, initiating appropriate legal action for delinquent accounts and processing evictions when necessary
- Proven excellence in resident retention levels and new leases by maintaining an average physical occupancy between 94 and 96%
- Formulated annual budget for approval by property owner, responsible for operating within approved budgeted monthly guidelines to meet or exceed expected operating expenses
- Prepared daily, weekly and monthly property performance reports and inspections for owner review
- Conducted regular property walks and inspections of buildings and grounds for safety and community upkeep
- Managed the coordination of make-ready units with vendors and maintenance staff, conducted unit inspections for quality assurance and to ensure company standards are met prior to new resident move-ins
- Conducted outreach marketing in the local community to help increase occupancy and bring community awareness
- Acted as Human Resources coordinator, responsible for interviewing and hiring new employees, on-going employee training and mentoring, annual reviews and disciplinary action when required, and termination if necessary
- Consistently able to meet or exceed resident service expectations by taking prompt action to resolve concerns or issues and ensuring proper follow up is conducted
- Emphasis on maintaining/ increasing occupancy levels by monitoring local market trends, prospective resident traffic and upcoming lease expirations and renewals

### **Georgetown Apartments, MEB Management Services Tucson, AZ**

**Mar 18, 2011 – April 30, 2012**

#### **Community Director**

- Accountable for all property operations of a 198 unit multi-family housing community
- Responsible for rent collection, accurate account posting, delinquency collection and evictions
- Prepared new lease contracts and renewals, screened all applicants in accordance with qualifying rental criteria
- Managed daily maintenance staff activities to ensure resident service requests, property repairs and unit turns were completed as promptly and as scheduled
- Maintained accurate employee attendance and payroll records, and complete and consistent resident files
- Responsible for accounts payable, ensuring invoices submitted to corporate office for payment on a weekly basis
- Conducted outreach marketing initiatives in the local community to help increase occupancy rates

# Kelly A. Henry

## **La Hacienda Apartments, MEB Management Services Tucson, AZ**

**Oct 18, 2010 – Mar 4, 2011**

### **Assistant Community Director**

- Assisted community manager in all aspects of daily operations
- Processed applications, including credit screening, and rental and employment verification
- Collected and processed monthly rental payments and reported banking deposits to corporate office
- Responsible for delinquency reporting, preparing and delivering resident notices for outstanding rental payments
- Showed available apartments, toured community amenities and grounds to prospective new residents
- Assisted in coordination of make-ready units with vendors and maintenance staff
- Maintained accurate lists of unit make-ready dates and availability lists for leasing staff
- Worked with on-site manager towards resolution of resident complaints or issues

## **Summerlin Villas Apartments, Presidio Realty, Inc., Tucson, AZ**

**Nov 11, 2007 – June 3, 2010**

### **Leasing Consultant**

- Provided detailed property information to prospective residents and encouraged retention of current residents by providing ongoing, courteous and professional service
- Front desk duties included answering phones, greeting prospective residents and assisting vendors
- Application processing, credit screening, and rental and employment verification
- Prepared new leases and renewals in accordance with property standards and regulations
- Maintained detailed and well-organized resident files
- Prepared resident service requests and followed up with maintenance on status of all requests
- Conducted consistent follow-up with prospective residents to help increase occupancy

## **EDUCATION**

Shasta Union High School                      - High School Diploma; studied language and art -    1980 - 1983

## **SKILLS/TRAINING**

- Excellent in Customer Service, Multi-family Housing Management, Accounts Payable, Budget Management, mentoring and training as well as a host of other management and leadership related skills
- Superior critical analysis skills, highly self-motivated and enthusiastic
- Able to apply principles of logical thinking to define problems, collect pertinent data, establish facts, draw valid conclusions and initiate appropriate course of action
- Proficient in Windows, MSOffice, Word, Excel, Outlook, YARDI, and YieldStar Software

Kelly A. Henry

## **ADDITIONAL WORK EXPERIENCE**

**Hilands Apartments, Northland Corp.**

**Tucson, AZ**

**July 2, 2007 – Nov 9, 2007**

Temporary Leasing Consultant – Dorado Personnel

**La Reserve Villas Apartments, PB Bell**

**Tucson, AZ**

**Aug 2006 – March 2007**

Assistant Manager

**Bear Canyon Apartments, Paul Ash**

**Tucson, AZ**

**July 2005 – March 2006**

Leasing Consultant

**Cost Plus World Market**

**Tucson, AZ**

**March 2004 – May 2005**

Retail sales, POS Coordinator

**Fastrac 24/7 Corporation, First American**

**Tucson, AZ**

**Nov 1999 – Dec 2003**

Customer Service Supervisor for inbound call center (leased vehicle auto insurance tracking)

**Fastrac 24/7 Corporation, NAIG**

**Concord, CA**

**April 1992 – Nov 1999**

Quality Control Supervisor for manual and database audits (flood zone requirements for mortgage lending)

**Lyons Restaurant, Chico, CA – food server**

**Rob Roy's Restaurant, Kailua, HI – food server**

**Jack's Family Restaurant, Chico CA – food server**

(last page)