

LEASING CONSULTANT

Executive Summary

Dedicated leasing consultant, highly skilled in conflict resolution and customer relations. My main focus is satisfying tenants and maintaining high occupancy rates while reporting any major issues to property owners and taking the initiative to find workable solutions. I am a quality-focused Leasing Consultant who genuinely cares about property conditions, resident satisfaction and fulfilling property owner needs.

Education

High School Diploma June 2010 Bethel High school City , State Member of the Drill team Member of Color guard with BHS marching band Graduated with the second highest rank in the JROTC program

Bachelor of Arts : Psychology 2016 Virginia Wesleyan College City , State Major in Psychology, Minor in business, Introduction to Business coursework, Coursework in Business Management and Administration, Coursework in Organizational Development , Coursework Accounting

Core Qualifications

- Skilled multi-tasker
- Team player
- Microsoft Office
- Knowledge of leasing and market conditions
- Decisive
- Personable
- Fast learner
- Fair housing mandates
- Flexible schedule

Interests

Volunteered with homeless shelter at Virginia Wesleyan College, Volunteered with neighborhood tutoring at Virginia Wesleyan College, Community Service for CHKD with my class at Virginia Wesleyan College, Volunteered at my church in Hampton, VA (Sixth Mount Zion Baptist Temple), PORTfolio Program

Skills

A communication skills, computer literate, credit, addressing customer concerns, People skills: enthusiastic people person, advanced problem-solving, great organizational skills, A quick learner, Retail Sales, sales, team player, telephone, visual displays

Professional Experience

Leasing Consultant 03/2014 Company Name City , State

- Greet prospects and qualify by covering all criteria (ask questions; utilize completed guest cards, etc.).
- Immediately record all telephone and in-person visits on appropriate reports.
- Inspect models and available "market ready", communicate related service needs to Property Manager.
- Demonstrate community and apartment/model and apply product knowledge to clients needs by communicating the features and benefits; close the sale.
- Have prospect complete application and secure deposit in accordance with the company procedures and Fair Housing requirements.
- Update availability report, process applications for approvals. i.e., credit check, rental history, etc.) Submit processed applications to the Community Manager for approval.
- Follow up with applicant regarding status.
- Ensure apartment is ready for resident to move-in on agreed date.
- Immediately follow-up on prospects that did not close and attempt to close sale again.
- Secure new resident's signature(s) on appropriate paperwork prior to move-in.
- Orient new residents to community.
- Gather information about market competition in the area and file.
- Filing resident paper work
- Completed resident folders and Move-Out Folders

Customer Service Representative (Summer Position) 05/2012 to 08/2012 Company Name City , State

- Family Dollar customer service representatives meet and greet customers, assist in sales, and answer questions about products and services.
- A operate cash registers
- Answered product questions with up-to-date knowledge of sales and store promotions.
- Politely assisted customers in person and via telephone.
- Ensured superior customer experience by addressing customer concerns, demonstrating empathy and resolving problems on the spot.

Third Shift Cashier (Summer Position) 05/2010 to 09/2010 Company Name City , State

- Greeted customers entering the store to ascertain what each customer wanted or needed.
- Using Point of Sale (POS) system, take customers order in either Drive-thru or at front counter.
- Collect payment and give back change as needed.
- Repeat customer order for accuracy, assemble customers order, hand order to Customer, thank customer.
- Must be able to communicate to production area, any Special requests by customer.
- Re-stock condiments and dry products (cups, napkins, utensils) for customer and store use.
- Operated a POS system to itemize and complete an average of number customer purchases.

Sales Associate 04/2008 to 06/2010 Company Name City , State

- Provided prompt, accurate, and friendly service to our customers through the achievement of customer service standards.

- Scans a customer order and handles the payment transaction.
- Followed procedures in handling cash, checks, coupons, gift certificates, food stamps, and WIC vouchers.
- Politely assisted customers in person and via telephone.
- Answered product questions with up-to-date knowledge of sales and store promotions.
- Bagged sold merchandise per customer's request.
- Directed calls to appropriate individuals and departments.
- Built long-term customer relationships and advised customers on purchases and promotions.

Additional Information

RELEVANT COURSEWORK:

Introduction to Business-as CEO of project team, developed and wrote business plan for "Soul of The South". Presented plan orally and in writing to "Shark Tank" judges consisting of alumni of VA Wesleyan College and the surrounding community.

Original research project for psychology course: conduct an independent empirical study, prepare a paper on their research, and defend the effort in an oral examination before a committee comprised of the project advisor, one other psychology faculty member, and one faculty member outside of psychology. For my independent study I will be testing the effects of distraction and timing on short term memory. I will be using music in my study to test the impact of auditory distraction on short term memory performance by using word recall. Timing is another independent variable in my experiment. Each participant will have to recall a number of words during a certain time duration while listening to music and while not listening to music. ?