

## Client Name

### Summary of Qualifications

As an Administrative Assistant in a nationally-recognized real estate management company, I support operations by providing clerical, communication and customer service functions that keep the business well-organized. Additionally, I assist legal staff with knowledge-based research and accurate recordkeeping that supports housing court testimony. Experienced in handling a diverse demographic with calm professionalism, I was the department's client-facing representative, improving satisfaction among residents and managers alike.

### Professional Experience

#### Company Name

1993 - 2014

#### Administrative Assistant

- Performed general administrative duties, such as typing, filling, faxing and responding to incoming phone calls and emails, distributing mail & arranging delivery services
- Collect data and generated weekly incident reports for senior management
- Updated and maintained databases such as mailing lists, contact lists and vendor information
- Increased tenant responses to management investigations by initiating follow-up process to complaints and incident reports
- Improved management/ resident relationship by proactively resolving resident complaints through direct, hands-on intervention
- Saved company significant revenue by evicting illegal tenants, thereby allowing legal rental increases for those units
- Maintained database of incident reports and legal actions
- Oversaw initiatives that led to decrease in criminal incidents, resulting in a 75% increase in new tenant applications

### Software

MS Office Suite (Excel, Word PowerPoint); Quickbooks; Concur; GotoMeetings