

## Jena Marie Rojas

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### Objective:

I have over 5 years of property management experience and I am very interested in expanding my career within the Berkshire Family as the Property Manager at Highlands Hill Country Apartment.

### Qualifications & Accomplishments

- NALP Certified
- OneSite, BlueMoon, SureDepoist, OPS Technology & YeildStar
- Promoted to Assistant Manager at Highlands Hill Country, December 2014
- Experienced in conducting Lease Audits during new acquisitions
- Appointed to Western MSC Mentor Program
- Fluent in Microsoft Word, Excel, Publisher, and PowerPoint.
- Cross-Functional Team Leadership

### Work Experience:

#### **Berkshire Property Advisors**

*Assistant Property Manager*

**Austin, TX**

**12/2/2014- Current**

- Perform general administration of the property and related daily management operation of the apartment community.
- Handle all inquiries, appointments, showing/renting units, processing move-in/outs, setting up leases and executing renewals.
- Accurately manage resident ledgers, posting rent/late fees, prepare Final Account Statements, follow up on collections, deliver 3-day notices, and collect all rent to ensure that the property is exceeding the budgeted Other Income, Closing at a < 1% Delinquency, meeting Expense goals.
- Preparing PO's, coding and processing vendor invoices, sending documentation to Corporate Office and following up on vendor payment inquiries.
- Manage leasing staff to ensure lease paper work is properly prepared and executed and meeting occupancy goals.
- Counsel resident disputes to insure highest quality of customer service.

#### **Berkshire Property Advisors**

*Senior Marketing & Sales Consultant*

**Austin, TX**

**10/3/2012- 12/1/2014**

- Mentor, train, and motivate all on-site leasing consultants in order to achieve operational goals.
- Lead tours of property, show vacant units and market property amenities to close sales and maintain occupancy, track follows up with all referrals, walk-ins, and phone inquiries.
- Assist in formulation of budgets and business plans for upcoming calendar year. Ensured that rents are collected when due and posted in timely manner.
- Develop marketing programs and communication services of industry conditions via trade publications, news releases, web pages, and social media.
- Superior knowledge of current months budgeted occupancy, current occupancy, and the leasing goals necessary to achieve budget.
- Built and manage monthly Markey Survey with a full understanding of the competitive market.

**American Campus Communities San Marcos, TX March 20, 2012-August 20, 2012**

*Marketing and Leasing Coordinator*

- Generate traffic of prospective customers by assisting in designing advertisements for periodicals, direct mailers, and follow up letters.
- Managed all lease preparation and paperwork
- Assisted in developing ideas to retain residents, assisted in coordinating room assignments, roommate matching and attending after hours marketing events.

**Education:**

**University of Texas at San Antonio, San Antonio, TX**

**Graduate Date: 12/2011**

*Bachelors of Arts Communications with a Public Relations Concentration*

**References upon request**