

# Jose F. Villalpando, Jr.

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## Permanent Address:

829 S. Parks Drive.  
DeSoto, Texas 75115

## Local Address:

2308 Wickersham Ln Apt 1800  
Austin, Texas 78741

## Objectives

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- To implement a professional working environment and exemplify a leading example to staff and coworkers.
- To meet and excel in goals presented while maintaining excellent prospect/resident relations.
- To increase the property's NOI and develop a stable occupancy rate.

## Education

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### 2014 | The University of Texas at Austin

- **Bachelors of Science & Arts in Biology & Business**  
Completed December 2014
- **Pre-Dentistry/Pre-Law**  
Completed Date: May 17<sup>th</sup>, 2014
- **Business Foundations Certification**  
Completed Foundation Core: December 1<sup>st</sup>, 2012  
-Business Law, Management, Finance, Marketing, Accounting, Economics, Statistics, Computer Literacy

### 2010 | El Centro College - Dallas County Community College District

- **Associates of Science**  
Hours Completed: 80  
Graduated: May 15<sup>th</sup>, 2010  
GPA: 3.65
- **Phi Theta Kappa**  
International Honor Society of the Two Year College  
Inducted May 2009

### 2010 | Middle College High School at El Centro College

- **Distinguished High School Diploma**  
Class Rank: 5/42  
Graduated: June 5<sup>th</sup>, 2010  
GPA: 90



## Skills

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- **Bilingual | English-Spanish**
- **Computer Literate | Microsoft Office, Entrata, Quickbase, Yardi Voyager, RentCafé**
- **Personal Attributes | Strong Multi-Tasker, Strong Work Ethic, Extremely Organized, Excellent Communication Skills, Outgoing, Team Leader, Creative, Problem Solver, Detail Orientated**

## Work History

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### Roscoe Properties | Multi-Site Assistant Manager

- Responsible to managing all property delinquency; including but not limited to, collection calls, eviction notices, check processing, payment assistance, court filings/hearings, and account management. Also took control over the property's online curb appeal which included property photos, social media postings, locator email blasts, resident & locator events, and resident retention marketing. Handled resident disputes without hurting the property's budget. Increased the property's occupancy by leasing out vacants and preleasing units that were on notice. Oversaw a team of leasing agents to assist with closing techniques and customer service. Performed month end to close out reporting months. Processed PO's for make-readys and services needed for the property. Placed property orders for equipment and supplies as needed. Assisted property manager with owner's reports and financial budget comparisons.
- Verde Apartments & Hillside Place Apartments; Austin, Tx. (03/14/2016 – Present)
- Contact: Cheryl Drew (Sr. Property Manager) – Phone Number: 512) 385-9295

### Asset Campus Housing | General Manager/Property Manager

- Managed an assistant general manager, leasing manager, maintenance lead/tech/porter, as well as eight leasing agents by implementing new strategies and proper protocol/procedures in order to effectively run the market; handled all resident disputes; organized several resident and prospect events in order to drive up our pre-lease percentage in the market; took a struggling property in a difficult market from 16% to 76% by August move-in; approved all processed bill-coding to corporate, created executive summaries each month to be sent to ownership; managed GLs/budgets and made changes to existing accounts in order to increase our net operating income and decrease our operating expenses; interviewed for new hires to create an exemplary team; created and executed a marketing plan based around our current market to drive in as much traffic in the office as possible, organized and held bi-weekly meetings for steps of improvement and new protocol; reviewed and submitted month end reports to our corporate office; processed all operational reports and reviewed it with the regional.
- University Greens; Norman, Ok. (04/04/2015 – Present)
- Contact: Paige McCarthy (Regional Director) – Phone Number: 507) 330-1269

### Asset Campus Housing | Assistant General Manager

- Managed a leasing manager as well as six leasing agents by implementing proper protocol and procedures in order to effectively run the market; handled all resident disputes; processed and handled all resident rent charges; coded and properly distributed invoices and bills to our corporate office; organized and held bi-weekly meetings for steps of improvement and new protocol; reviewed and submitted month end reports to our corporate office.
- University Greens; Norman, Ok. (03/01/2015 – 04/03/2015)
- Contact: Paige McCarthy (Regional Director) – Phone Number: 507) 330-1269

### Asset Campus Housing | Leasing Manager

- Managed 650+ lease contracts for the upcoming school year; responsible for weekly reports on our pre-leased status; gathered data for market surveys; handled resident disputes; oversaw the team of leasing agents/community assistants by making sure office procedures were being executed efficiently; organized and held bi-weekly meetings for steps of improvement and new protocol; organized renewal events for our pre-lease season; managed to pre-lease our community to over 62% within the first 3 months of leasing.
- Town Lake Student Apartments; Austin, Tx. (07/01/2014 – 02/28/2015)
- Contact: Ashley Whisenant (Property Manager) – Phone Number: 713) 376-8530

### Asset Campus Housing | Leasing Agent/Community Assistant

- Closed leasing contracts within the community; followed up with prospective residents; screened residents and guarantors for credit checks and background history; communicated through phone, email, and face to face contact; used Microsoft Office to organize documents and files.
- Town Lake Student Apartments; Austin, Tx. (01/16/2014 – 06/30/2014)
- Contact: Sheila Lopez (Property Manager) – Phone Number: 512) 660-4969

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### Dallas County Community College District | Administrative Clerk

- Provided Assistance with filing, creating documents, obtaining signatures, etc. around the school and divisions.
- El Centro College; Dallas, Tx. (05/25/2011 – 08/31/2011)
- Contact: Minnie Rodgers – Phone Number: 214) 860-2247

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### Follet Higher Education | Sales Associate - Shipping & Receiving

- Provided excellent customer service, cashier, ship and receive book orders
- El Centro College; Dallas, Tx. (05/14/2010 – 08/20/2010)
- Contact: Mike – Phone Number: 214) 876-1119

### Work Experience/Internship - Voluntary

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#### UT Austin | Teaching Assistant for LEB 320F (Business Law)

(03/2013 – Present) Professor – **Andrew Thonley** Email: [drewthornley@gmail.com](mailto:drewthornley@gmail.com)

-Assisted the professor with daily teaching tasks

- Entered Grades through the Blackboard grading site for over 300 students
- Held Multiple Review Sessions for current students throughout the semester
- Tutored students for exam preparations

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#### Dr. Mary Kay Becher Orthodontics D.D.S., P.A | Shadow

(Occasional Visits: 04/2012 – 12/2013) 4464 Frontier Trail Austin, Tx 78741 512) 444-6057

- Overlooked Dr. Becher with treating patients
- Obtained knowledge through personal experience of being a patient
- Obtained knowledge of advances in Orthodontic treatment (SureSmile)

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### Extra Work

#### Acting/Television | Brock Allen Casting

- (2015) My All American – Major Film
- (2015) American Crime – Major Television Show
- (2015) Pepsi Super Bowl Halftime Show Promo – National Commercial
- (2015) Doritos – International Commercial

## References

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**Deborah Joseph** | Volunteer Mentor (Dallas Police Department)

- 972) 415-5491
  - Known for 11 years
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**Paige McCarthy** | Student Housing Management

- 507) 330-1269
  - Known for 2 years
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**Sheila Lopez** | Former General Manager (ACH)

- 512) 660-4969
  - Known for 3 years
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