

Shelby Miller

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QUALIFICATIONS

- TAA Leasing 101 Course
- Fair Housing Course
- OneSite, Yardi, Site Link, Blue Moon, OnSite, Screening Pros, Lexis Nexis, Resident Works, Active Building

EDUCATION

2006-2010 South Grand Prairie High School Grand Prairie, TX
2010-2012 Core Coursed Tarrant County Community College Arlington, TX

EMPLOYMENT

2016-PRES Resident Manager
Oden Hughes, LLC -222 units

- Achieve the community's satisfaction and retention goals.
- Accurately and timely complete weekly leasing and monthly financial reports, including month-end pre-close, closeout, owner's reports, market surveys as well as setting projected occupancy goals.
- Ensure that all invoices received are approved, entered and paid within a timely manner.
- Access computerized financial information to resolve vendor and payment disputes.
- Prepare statement of accounting notices for past residents.
- Prepare, review and close financial books on a monthly basis.
- Provide accounting support to Community Manager.
- Monitor renewals. Distribute and follow up on renewal notices.
- Maintain accurate monthly commission sheets on leases, renewals and delinquencies for bonuses.
- Assume Community Manager's duties/authority in absence of immediate supervisor in accordance with company and community guidelines.
- Assist in monitoring advertising effectiveness.
- Accept and post rental payments.
- Record monies collected and prepare bank deposit slips.
- Process evictions, which includes processing all necessary paperwork, serving notices, and attend court hearings.
- Develop, produce and coordinate resident communications.
- Organize, coordinate, attend and host resident functions.
- Ensure all maintenance repairs are handled satisfactorily by contacting residents with completed service requests on a weekly basis.
- Evaluate the appearance and overall curb appeal, landscape, office environment and tour paths.

2015-2016 Resident Manager, Landmark Southpark
Oden Hughes, LLC -285 units

- Achieve the community's satisfaction and retention goals.
- Monitor renewals. Distribute and follow up on renewal notices.
- Accurately and timely complete daily, weekly, and monthly financial and leasing reports, including month-end pre-close, closeout, owner's reports, market surveys and lease expiration matrix.
- Ensure that all invoices received are approved, entered and paid within a timely manner.
- Access computerized financial information to resolve vendor and payment disputes.
- Prepare statement of accounting notices for past residents.
- Prepare, review and close financial books on a monthly basis.
- Provide accounting support to Community Manager.
- Maintain accurate monthly commission sheets on leases, renewals and delinquencies for bonuses.
- Assume Community Manager's duties/authority in absence of immediate supervisor in accordance with company and community guidelines.
- Assist in monitoring advertising effectiveness.
- Accept and post rental payments.
- Record monies collected and prepare bank deposit slips.
- Process evictions, which includes processing all necessary paperwork, serving notices, and attend court hearings.
- Develop, produce and coordinate resident communications.
- Organize, coordinate, attend and host resident functions.
- Ensure all maintenance repairs are handled satisfactorily by contacting residents with completed service requests on a weekly basis.
- Evaluate the appearance and overall curb appeal, landscape, office environment and tour paths.

2013-2015 Assistant Manager, Patriot Ridge
Riverstone Residential Group -192 units

- Collecting rent payments and application fees.
- Approving rental applications.
- Processing move-ins and move-outs.
- Responsible for entering all leasing activity, maintaining proper file records, posting rent, and scanning rent payments to online bank.
- Assisting the property manager with weekly reports.
- Preparing and delivering 3 day notices/balance dues.
- Filing evictions.
- Attending eviction court.
- Accountable for walking all apartments, and properly assessing charges.
- Completing guest cards on each prospect that calls, emails, or visits.
- Completing monthly market surveys to stay competitive with surrounding area.
- Responsible for all aspects of leasing apartments- qualifying, demonstrating and closing the sale.
- Answering phones to provide leasing information, make appointments to show

- apartments, and take maintenance requests.
- Preparing new leases and renewals.
- Maintain collection accounts and update monthly collection report.
- Create effective marketing plans.

2012-2013

Leasing Consultant, The Franciscan at Bear Creek
Westwood Residential -264 units

- Responsible for ensuring the leasing desk, models, tour paths and amenities are ready to conduct business on a daily basis.
- Completing guest cards on each prospect that calls, emails, or visits.
- Collecting rent payments and application fees.
- Responsible for entering all leasing activity, maintaining proper file records, posting rent, and scanning rent payments to online bank.
- Preparing and delivering 3 day notices/balance dues.
- Filing evictions.
- Attending eviction court.
- Accountable for walking all apartments, and properly assessing charges.
- Follow up with guest cards and service requests.
- Preparing all move-in packages.
- Completing monthly market surveys to stay competitive with surrounding area.
- Responsible for all aspects of leasing apartments- qualifying, demonstrating and closing the sale.
- Answering phones to provide leasing information, make appointments to show apartments, and take maintenance requests.
- Process all applications and upon approval complete all verifications.
- Preparing new leases and renewals.
- Ensuring all service requests, resident notices, and invoices are filed.
- Responsible for entering all leasing activity and maintaining proper file records.
- Maintain collection accounts and update monthly collection report.
- Come up with marketing ideas and prepare marketing material.
- Closing all models, amenities, and office at the end of the day.

2011-2012 Leasing Consultant, Huntington Meadows

Westwood Residential -248 units

- Responsible for ensuring the leasing desk, models, tour paths and amenities are ready to conduct business on a daily basis.
- Completing guest cards on each prospect that calls, emails, or visits.
- Collecting rent payments and application fees.
- Follow up with guest cards and service requests.
- Preparing all move-in packages.
- Completing monthly market surveys to stay competitive with surrounding area.
- Responsible for all aspects of leasing apartments- qualifying, demonstrating and closing the sale.
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- Process all applications and upon approval complete all verifications.
- Preparing new leases and renewals.
- Ensuring all service requests, resident notices, and invoices are filed.
- Responsible for entering all leasing activity and maintaining proper file records.
- Maintain collection accounts and update monthly collection report.
- Come up with marketing ideas and prepare marketing material.
- Closing all models, amenities, and office at the end of the day.

2010-2011 Leasing Consultant, St Andrews at River Park

Acacia Equities, Inc. -226 units

- Responsible for ensuring the leasing desk, models, tour paths and amenities are ready to conduct business on a daily basis.
- Completing guest cards on each prospect that calls, emails, or visits.
- Collecting rent payments and application fees.
- Follow up with guest cards and service requests.
- Preparing all move-in packages.
- Completing monthly market surveys to stay competitive with surrounding area.
- Responsible for all aspects of leasing apartments- qualifying, demonstrating and closing the sale.
- Answering phones to provide leasing information, make appointments to show apartments, and take maintenance requests.
- Process all applications and upon approval complete all verifications.
- Preparing new leases and renewals.
- Ensuring all service requests, resident notices, and invoices are filed.
- Closing all models, amenities, and office at the end of the day.

2009-2010 Sales Representative, Tan-Tastic Salon

- Answering phones and scheduling appointments
- Selling memberships and tanning products
- Keeping membership information updated in system
- Responsible for maintaining the cleanliness of tanning beds and the salon
- Processed payments made using Quick Books program
- Open/Close salon

REFERENCES

Professional references provided from employer, college and personal references upon request.