

Name Surname

Address | Tel: | Email:

Qualified for...

Management Leadership Positions

with an organizations that need to ignite projects related to the communications field

Detail oriented, achievement-driven and skilled Administrative professional with over 13 years of experience in multiple areas of communication and management such as: military housing and homeowners association management to include financial, marketing, events management, and public relations. With solid work ethic and a personal passion for community outreach and charitable fundraising.

Valuable oral and written communication skills with the ability to interact effectively with executive management teams. Excellent research, time management and problem resolution skills with exceptional focus, follow-through and coordination skills. Proficient team player capable of collaborating with business partners to meet targeted goals.

CAREER HISTORY

Employer Name | Fredericksburg, VA

Jan 2013-Aug 2014

Lifestyle Director [Virginia Heritage at Lee's Parke – 905 units]

- Managed the Home Owners Association Lifestyle program which demonstrates a commitment to education and client satisfaction.
- Executed program mission by creating a sense of community for the "55 and Better" families of Virginia Heritage community through event planning, business outreach and marketing.
- Communicated with families via weekly newsletter and email publications.
- Assisted the residents with maintaining site budget fund by developing cost effective events, securing donations and sponsors, and collaborated with local businesses and colleges.
- Developed significant relationships with the residents as well as the local community and numerous vendors.
- Managed the mutual responsibilities and expectations of staff.
- Created marketing and recruitment materials to provide at program and community events.
- Maintained on-site administrator duties of community website.

Employer Name | various locations

May 2005-Sep 2012

Various positions:

LifeWorks Coordinator | Fort Gordon, GA

Sep 2007-Sep 2012

[Fort Gordon Military Housing – 1158 units, 6 neighborhoods]

Senior Resident Specialist | Fort Bliss, TX

May 2005-Jun 2007

[Fort Bliss Family Housing – 3200 Units, 11 neighborhoods]

- Managed the community outreach program titled "LifeWorks".
- Executed program mission by creating a sense of community for the military families of Fort Gordon through event planning, business outreach and marketing.
- Communicated with families via weekly newsletter and email publications.
- Maintained department budget for site by developing cost effective events, seeking donations and working with local businesses/colleges.
- Responsible for managing a portfolio of special events which required the highest level of customer service and event expertise.
- Developed significant relationships with the Fort Gordon Child and Youth Services, Morale, Welfare and Recreation, Army Community Services and numerous vendors to assist in facilitating events.
- Assisted the management team with supervision of staff of 30 employees to include overseeing mutual responsibilities and expectations.
- Created marketing and recruitment materials provided at program and community events.
- Maintained on-site administrator duties of company website and Facebook page.
- Assisted in managing site accounts receivable duties to include processing incoming and outgoing invoices for payment.
- Set up/renewed property contractors/vendors to include liability insurance.
- Managed site accounts receivable duties to include processing incoming and outgoing invoices for payment.
- Provided accounts receivable and marketing consultation to other sites including Fort Jackson, SC and Fort Stewart, GA.

Continue ...

- Provided strong customer service to prospective residents by coordinating the entire pre-move process including but not limited to assisting applicants with completing applications, conducting tours of available units, explaining wait list policies and communicating availabilities accurately.
- Prepared lease paperwork for incoming residents to include lease, addendums and move-in packets.
- Completed all aspects of lease signing (i.e lease overview, payments, inspection).

PREVIOUS POSITION HELD

Employer Name | Greensburg, PA **Sep 2007-Sep 2012**
Assistant Housing Coordinator [100 units, Individual rentals and complexes]

EDUCATION | CERTIFICATION

- **Certified Defense Privatized Management [CDPM] – Level 1**

Undergraduate in Advertising | Public Relations [Strategic Communications] **2014-in progress**
Pennsylvania State University [World Campus] | Pennsylvania, USA

University Degree in Communications 1998-1999
University of Pittsburgh | Pittsburgh, PA

VOLUNTEERING

Fredericksburg Area Food Bank | Fredericksburg, VA **Oct 2013**
Food Drive Campaign Coordinator

Golden Harvest Food Bank | Augusta, GA **2007-2011**
Food Drive Campaign Coordinator

HONOR | AWARD

Star Achiever	2010
Best Overall Monthly LifeWorks Program	Dec 2010
Best Overall Monthly LifeWorks Program	Aug 2009
Outstanding Customer Service	Apr 2008
Outstanding Occupancy Increase	Feb 2008
Outstanding Customer Service	Aug 2006

MEMBERSHIP

Stafford County Public School | Stafford, VA **2012-Present**
Parent Teacher Organization [Active Member]

IT SKILL SETS

Mainstream: Microsoft Office, Corel Paint Shop Pro Photo X2, Adobe Photoshop, iOS, iCloud, Constant Contact

Social Media: Twitter, Facebook, Instagram, LinkedIn, Google+, and Pinterest

Property Management: MRI, Yardi Voyager to include PayScan.

REFERENCES

Supporting documentation furnished upon request