

## OBJECTIVE

Seeking a Management position where my skills and experience will be mutually beneficial.

## SUMMARY

Experienced self storage property manager. Successfully managed all aspects of a 401 unit storage facility. Motivated and organized, with an extraordinary ability to negotiate between multiple organizations to achieve goals. An inspirational team player, with a demonstrated military and civilian track record of integrity.

## COMPUTER SKILLS

**Self Storage Software:** Site Link, WinSen, Falcon, DigiGate, PC Charge and GatEase

**Microsoft:** Office, Word, Money, Excel, Access, PowerPoint, Outlook Express

**College Courses Completed:** Microcomputer Applications, Computers/Business, Desktop Publishing

**Adobe:** Acrobat, Photoshop

**Office Equipment:** Credit card machine, fax and copy machine, Pitney Bowes Stamp machine

## RESIDENT MANAGER EXPERIENCE

- Direct/manage property operations in the most cost effective manner
- Collect delinquent accounts and provide required information to collection company
- Comply with state foreclosure/lien statutes
- Supervise all maintenance, repairs and improvements to maintain excellent curb appeal
- Perform daily inspection of entire facility
- Make bank deposits, cash management and petty cash records
- Maintain all tenant files
- Provide daily and other periodic reports to accounting and property management staff
- Work with regional supervisor to develop, monitor and achieve annual budget objectives
- Deliver excellent customer service to current tenants as well as potential customers
- Keeps storage supplies ready by inventorying stock; placing orders; verifying receipt
- Maintains security by making periodic inspections of storage area; ensuring that storage units remain locked; observing individuals entering storage area; preventing access to or tampering with storage units by unauthorized persons.
- Maintain security and surveillance cameras by monitoring camera operations
- Demonstrate ability to market within community and acquire new business
- Prepare training manuals, daily and phone procedures, as well as, trained new assistant managers

## U-HAUL EXPERIENCE

- Prepare rental contracts and invoices
- Conduct vehicle/equipment inspection
- Make reservations on the phone and in person
- Dispatch and receive rental items
- Sales of boxes and moving supplies

### **Call Center Experience**

- Clarifying and assessing customer needs
- Resolving billing and basic service issues
- Utilize multiple computer systems simultaneously

### **UNITED STATES ARMY EXPERIENCE**

- Munitions Records Clerk
- Performed munitions inventory and issue receipts
- Performed munitions inspection, maintenance and deconstruction
- Performed munitions service procedures
- Animal Care Technician
- Managed all operations of a small animal clinic
- Performed inspections on military working dog kennels and horse stables

### **EDUCATION**

- Oklahoma City Community College, Oklahoma City, Ok, Associate in Science
- Arkansas State University, Beebe, AR, 2005-2007

### **RELATIVE STUDIES**

- Accounting I and II
- Business Communications
- Interpersonal Communications
- Business Law
- Microcomputer Applications, (Computers/Business), Desktop Publications
- Business Internship

### **EMPLOYMENT HISTORY**

- Switzer's Locker Room, Moore OK April 09-present
- West Conway Mini Storage and U-Haul, Conway AR Feb 2009- April 2009
- SysCo Self Storage, Midwest City, OK Jul 2008-Feb 2009
- Convergys Call Center, Moore, OK Sept 2006-Sept 2008
- Armstrong Wood Flooring, Searcy, AR Oct 2003-Sept 2006
- Wal-Mart, Conway, AR June 2001-Oct 2003
- United States Army Nov 1994-Apr 2001

### **AWARDS & ACHIEVEMENT**

- U.S. Army Achievement Medal
- U.S. Army Good Conduct Award
- Military Honorable Discharge
- Hurricane Katrina Humanitarian Certificate (Red Cross)
- Assisted with the clean up after the 2011 tornadoes in Oklahoma City, OK