

Shellyschwerdtfeger@outlook.com | 949-426-0842 | 166 Avenida Florencia
unit A, San Clemente, CA 92672 | **DL:** A339941

PROFESSIONAL SUMMARY

I am a Versatile Property Manager who brings a solid blend of people skills combined with the ability to implement and enforce property rules and regulations. Efficiently oversees all operational aspects of Commercial & Residential buildings, including building positive tenant relationships, managing office operations, and coordinating maintenance. Effective at keeping a consistent balance between tenant's rights, and business targets to maintain financial goals. Experienced Residential Property Manager is successful at raising occupancy rates by securing long-term tenants. My experience is also in other fields, like Office Manager, Call Center, Hotel manager, and Hospitality.

WORK HISTORY

Ebay - Jewelry Business - JewelPunk

San Clemente, CA / 01/15/2020 to Current

- Listings, Shipping, Photos, Billing, Refunds.
- Returns, Purchasing, Monitoring, Sales, 1608 transactions.

Land-Lord Management. Buena Park, Orange County *Commercial & Residential Property Manager* | 12/2021 - 05/29/2024

- Manage 92 Properties with a total of 427 units for Commercial & Residential properties using AppFolio software.
- Process all Leasing contracts including section 8, credit checks, and delivered all notices.
- Rental increases, HUD inspections yearly, billing for all maintenance, and creating work orders for all repairs.
- Increased occupancy from 75% to 100% through Marketing and Sales.
- Created professional presentations using AppFolio, creatively communicating design intent and direction to clients.
- Show tenants around properties, highlighting features, and redirecting concerns to capture interest.
- Rental increases, ADA Compliance, Billing, and Job Bids.
- Reference Owner - Francis Hsu 714-883-6988.

SKILLS

- Property Management
- Office Management
- Maintenance, Billing, and Contract Bidding
- Tenant and eviction laws
- Exceptional oral and written communication skills
- Leasing & Marketing Sales
- Commercial Property Management
- Heavy Phones & Remote Experience
- ADA Compliance
- Section 8 & Rental Increases
- Sales and marketing
- Licensed Real Estate Agent
- Proficient in Microsoft Office, AppFolio, and Ingenius Property Management Software

The Irvine Ranch Executive Suites. Tustin
Commercial Property Manager | 06/2017 - 06/2021

- Managed 200 Office Spaces + 400 Universal Offices / UVOs.
- Collected, completed, and processed lease applications.
- Hiring, credit checks, notices, and Advertising for all units.
- Explained the terms of the lease and amounts to be paid to tenants.
- Increased occupancy from 75% to 100% through Marketing and Sales.
- Remained aware of all construction and maintenance projects and notified appropriate individuals of project updates, delays, and schedule changes.
- Liaised between the company and owners to address and remedy ongoing concerns.
- Reference Manager Candice Miller - 562-237-0229.

Oceana Hospitality Group. San Clemente
Property Manager & Hotel Manager | 06/2014 - 06/2017

- Managed 6 properties & a small Boutique Hotel for a total of 184 units for long & short-term rentals.
- Monitored and documented all income, including delinquencies.

- Introduced prospective tenants to the types of units available and performed tours of the premises.
- Acted as the main point of contact for tenants, contractors, and owners.
- Created all lease agreements, credit checks, and billing for all rentals.
- Collected and maintained careful records of rental payments and payment dates.
- Communicated with the landlord regarding building and tenant issues.
- Reference Owner Rozita Rokinian - 310-850-9606.

Global Cash Card. Laguna Hills, Orange County

CSR/Online Banking | 06/2012 - 06/2014

- CSR-Customer Service Representative for online banking, Fraud Disputes, ACH Transfers, Pin Change, Card Replacement, Daily Reports, and 90 -100 calls per day.
- Handled customer complaints, providing appropriate solutions to guarantee positive outcomes.

- Assisted customers with varying questions using product knowledge and service expertise.
- Handled phone, email, and social media inquiries with consistent customer service across multiple channels.
- Processed high-value payments with meticulous accuracy.
- Business sold to ADT.

Ruby's Diner. Laguna Beach, Orange County

Food and Beverage Server | 05/2010 - 06/2012

- Discussed menu items and dietary concerns, noted special requests, and suggested appetizers or other additional items to meet upselling goals.
- Calculated charges, issued table checks, and collected payments from customers.
- Maximized team performance by training new employees in proper food handling, guest expectations, and restaurant protocols.
- Recorded orders and partnered with team members to efficiently serve food and beverages.
- Reference Alan Emo - 949-497-7829.

Embassy Suites. Irvine, Orange County

Special Events Coordinator | 01/2006 - 05/2010

- Designed contracts, collected fees, and booked venues for events.

- Assessed events, planning services and related costs.
- Maintained close communication with clients to mitigate service issues.
- Organized venues, budgets, guest lists, catering, and event timelines.
- Liaised with marketing and PR colleagues to promote special events in social calendars.

SKILLS

- Property Management
- Office Management
- Maintenance, Billing, and Contract Bidding
- Tenant and eviction laws
- Exceptional oral and written communication skills
- Leasing & Marketing Sales
- Commercial Property Management
- Heavy Phones & Remote Experience
- ADA Compliance
- Section 8 & Rental Increases
- Sales and marketing
- Licensed Real Estate Agent
- Proficient in Microsoft Office, AppFolio, and Ingenius Property Management Software

EDUCATION

Allied Real Estate Schools

Real-Estate Sales License #02125376 Exp. 10/012029