



FLORALICIA CONTRERAS

Dallas, TX | (832) 529-8808 | floralicia.c.27@gmail.com

OBJECTIVE

I am currently looking to take my experience in the residential property management industry and branch out into other property management opportunities as well as other employment opportunities. I feel that this will help me grow in my professional expertise but also benefit my employer with my experience and excellent skills in customer service, organization, and management.

EXPERIENCE

S2Residential Management – Dallas, TX

Assistant Property Manager | March 2023 – October 2024

- Establish and maintain a positive relationship with residents.
- Complete administrative duties.
- Collections, eviction filing, and semi-monthly financials.
- Leasing
- Renewals
- Schedule make readies for vacant apartment homes.
- Weekly inspections.
- File auditing.
- Initiate use of renovation tracker.

The Factory Design District – Dallas, TX

Leasing Agent | Jan 2022 – March 2023

- Occupancy increased from 90% to 95.15%
- Managed Lease renewals and maintained continuous customer service and communication between management, residents, and vendors.
- Scheduling tours with prospects.

Greystar Property Management – Houston, TX

Assistant Community Manager | April 2017 – December 2021

- Assisted in overseeing and managing the financial and operational facets of the community.

- Responsible for accounting and bookkeeping as well as preparing monthly close-out and financial reports, processing invoices for payment, collecting rent, fees, and other payments, completing bank deposits, dispositions, and account reconciliations.
- Submitted proper documentation for approval in a timely basis, while multitasking collections of all late fees, bad debts, in the tenant ledger
- Properly utilized the property management software to record, track, and report on all financial workings of the community.
- Supported residents' requests and needs while maintaining the rules of the community and enforced those rules when necessary.
- Responsible for handling difficult tasks with empathy, but never shy away from a challenge while not losing sleep knowing that tomorrow you may have to collect delinquent rents or even carry out an eviction.
- Share the organization's priorities with your team, making sure they follow protocol and motivating them to go above and beyond the call of duty.

Venterra Realty Management – Houston, TX

Property Manager | July 2013 – March 2017

- Oversaw the marketing/leasing staff to ensure that management's goals are met.
- Responsibilities included: Performing employee evaluations, evaluating credit and rental history of all new applicants, verifying all income and assets of applicants to ensure they met the resident selection criteria and qualify according to the tax credit program guidelines, reviewing rental applications for approval or denial, and solving employee and resident issues.
- Active in coding invoices and entering the accounting system for payment, posting all journal entries and preparing bank deposits, and processing security deposits.
- Responsible for all on-site collections, filing the necessary legal documents for non-payment of rent, and appearing in court for all legal matters.
- Ensure all maintenance is performed in a timely manner.
- Solicit and evaluate bids for contract services.
- Make recommendations for renewal and/or termination of vendor contracts.
- Submit weekly payroll documents and the required financial and occupancy reports to management and owners.

Venterra Realty Management – Houston, TX

Assistant Property Manager / Leasing Consultant | March 2009 – July 2013

- Accomplished and dynamic professional, consistently recognized for effective property management with solid history of success in real estate sales in leasing and rentals.
- Responsible for weekly occupancy reports.
- Handled collection of rental payment, and other required fees.
- Enforced occupancy policies and procedures.
- Maintained property conducts investigation and resolved tenant complaints, performed inspection in vacant units.

- Supervised maintenance personnel and formulated work orders.
- Addressed and documented tenant complaints.
- Handled all accounts receivable, resident retention and creating monthly reports.
- Handled leasing process, including qualifying applicants, performing data entry/ documentation of lease addends and lease relations.
- Performed administrative work including computing, classifying, and recording data to keep financial records complete and assisted with the leasing, marketing and resident relations.
- Coordinated with current tenants regarding issues concerning the property and prospective tenants.

CORE QUALIFICATIONS AND SKILLS

- Over a decade of Customer Service and working with residents and tenants
- Bilingual (Spanish/English)
- Strong experience with general office computing, Microsoft Office, property management software
- Outstanding Administrative, Accounting and Collection experience
- Exceptional time management and organization skills

AWARDS AND ACKNOWLEDGEMENTS

- Rising Star Assistant Property Manager (2012)
- Ranked to 10% of Assistant Property Managers within portfolio
- Assistant Property Manager of the Region (2013)