

The logo consists of the letters 'HP' in a white, serif font, centered within a green square that has a thin white border.

HELLEN PATEL

A detail-oriented, certified property manager with more than seven years of experience in maintaining high standards for property maintenance, a track record for increasing occupancy rates and tenant satisfaction, and commitment to excellence through academic achievement. Implements strategic marketing to drive tenant retention and is noted for implementing efficient collection processes.

Location

Boston, MA 02108

Phone

(123) 456-7890

Email

email@example.com

Website

LinkedIn | Portfolio

Key skills

- Complex problem-solving
- Excellent communication and cross-functional collaboration skills
- Knowledge of local and state regulations regarding rent collection and eviction procedures
- Multi-tasking skills to effectively prioritize tasks
- Proficient in Microsoft Office and Excel
- Proven negotiation and resolution skills, especially related to rental agreements and lease terms
- Skilled at setting appropriate rental rates that maximize income while reducing vacancies
- Tenant relationship management

Education

Master's Degree, Real Estate Analysis & Development | Penn State University, State College, Pa | August 2022 – December 2023

Bachelor's Of Science (B.S.), Business Administration | Boston University, Boston, Ma | September 2019 - June 2022

Associate In Business (A.S.), Business Administration | Penn State University, State College, Pa | August 2017 - June 2019

Professional Experience

Senior Property Manager | Keller Williams Realty, Boston, Ma
September 2019 - Present

- Oversee a portfolio of more than 25 residential properties, ensuring high standards and boosting tenant satisfaction by 32%
- Successfully increased overall occupancy rate from 85% to 96% within six months through strategic marketing and a tenant retention campaign
- Implemented and streamlined rent collection processes, significantly reducing late payments by 30%

Assistant Property Manager | Colliers International, Los Angeles, Ca August 2017 - August 2019

- Assisted in managing a commercial property portfolio of four large office buildings
- Coordinated with maintenance team to perform routine property inspections and arranged emergency repairs, reducing repairs expenses by 20%
- Improved tenant communication strategies, increasing tenant satisfaction ratings by 15%

Certifications

- Certified Property Manager (CPM), Institute of Real Estate Management (IREM), 2022
- Residential Management Professional (RMP), National Association of Residential Property Managers (NARPM), 2020
- Accredited Residential Manager (ARM), Institute of Real Estate Management (IREM), 2019