



Keisha Suarez

Assistant Property Manager

Certified Apartment Manager with 11 years of multifamily property management experience spanning lease administration, market analysis, and resident retention across portfolios of up to 274 units. Repositioned rent structures after reviewing trade journals, MLS comps, and quarterly market reports across 3 communities.

Proficient in Yardi, RentCafe, and AppFolio, with a record of raising resident satisfaction scores and converting prospect consultations into signed leases.

CONTACT INFORMATION



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Bartlesville, OK 12345

EDUCATION

BS, Business Administration
Oklahoma Wesleyan University,
Bartlesville, OK
2011 - 2015

KEY SKILLS

- Yardi
- RentCafe
- AppFolio
- MLS
- Microsoft Excel
- Tenant Retention Strategy
- Lease Administration
- Market Analysis
- Budget Oversight
- Rent Pricing Optimization

PROFESSIONAL EXPERIENCE

Assistant Property Manager | Caney Ridge Residential Group, Bartlesville, OK
2021 - Present

- Repositioned rent tiers after reviewing trade journals, MLS comps, and quarterly market reports for 274 units across 3 communities.
- Managed a portfolio of 274 units, coordinating lease administration, budget tracking, and vendor contracts in Yardi to keep day-to-day operations on schedule.
- Raised the community's resident satisfaction score from 84 to 94 points by launching a 60-day check-in program and resolving service concerns within 36 hours.
- Interviewed prospective residents to assess unit preferences and budget, then matched households with available floor plans, converting consultations into 17 signed leases per month.

Leasing Manager | Osage Prairie Apartments LLC, Ponca City, OK
2017 - 2021

- Supervised leasing operations for a 186-unit garden-style property, training 3 junior consultants on client interviewing techniques and renewal procedures.
- Expanded the managed unit count from 148 to 186 units after ownership acquired an adjacent building, onboarding all tenants into RentCafe within 12 days.
- Achieved a resident satisfaction score of 91.7 by implementing same-day maintenance acknowledgment texts and quarterly community appreciation events.
- Reviewed property listings, attended NAA seminars twice per year, and analyzed MLS rental comps to advise ownership on local market shifts and pricing strategy for all 186 units.

Leasing Consultant | Tallgrass Bluff Property Services, Stillwater, OK
2015 - 2017

- Advised 14 prospective tenants per week on lease terms, deposit requirements, and neighborhood amenities for a 112-unit community near a university campus.
- Maintained a resident satisfaction score of 88.6 by following up with new move-ins at 30 and 90 days to address concerns before lease renewal windows opened.
- Entered prospect data and lease documents into AppFolio daily, keeping records current and reducing file retrieval time from 9 minutes to under 3 minutes per request.

CERTIFICATIONS

- Certified Apartment Manager, National Apartment Association Education Institute | 2020