

# Beatriz Guirola

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## **OBJECTIVE:**

Seeking an administrative position. Highly professional individual with extensive experience in customer service. Able to multitask between several duties and will do so efficiently.

## **SKILLS:**

- Excellent written and communication skills
- Able to multitask effectively with multiple phone lines, customers, and other duties
- Great organizational skills
- Experience using Microsoft Office Suite, RentCafe Yardi, and Resman
- Great at problem-solving and efficiently resolving stressful situations
- Very dependable and professional
- Bilingual: English and Spanish

## **EXPERIENCE:**

**Thompson Thrift Edge75 Lease Up Luxury: Naples, FL**

**January 2022-**

**Present**

***Property Manager***

- Maintains property rentals by advertising and filling vacancies, negotiating, and enforcing leases, and maintaining and securing premises.
- Establishes rental rate by surveying local rental rates and calculating overhead costs, depreciation, taxes, and profit goals.
- Attracts tenants by advertising vacancies, obtaining referrals from current tenants, explaining advantages of location and services, and showing units.
- Contracts with tenants by negotiating leases and collecting security deposit.
- Accomplishes financial objectives by collecting rents, paying bills, forecasting requirements, preparing an annual budget, scheduling expenditures, analyzing variances, and initiating corrective action.
- Maintains property by investigating and resolving tenant complaints, enforcing rules of occupancy, inspecting vacant units, and completing repairs, planning renovations, contracting with landscaping.
- Maintains building systems by contracting for maintenance services and supervising repairs.

**Thompson Thrift Edge75 Lease Up Luxury: Naples, FL**  
**2021**

**August 2021 to December**

***Assistant Property Manager***

- Guide potential renters on tours
- Follow up on leads that had previously toured

- Perform background checks, credit checks, and other responsibilities to see if prospective renters are qualified
- Prepare leasing documents for potential renters using property standards and regulations
- Handle the collection of rent payments, security deposits, and application fees
- Keep residents informed of any changes to rental agreements or upcoming property issues
- Manage budgets, accounts, rent collections, and tenant notices
- Create and distribute marketing materials to attract new tenants
- Address and resolve residents' questions, concerns, and complaints in a timely manner

**Weller Management Wild Pines of Naples Tax Credit/Market Rent: Naples, FL**

**2019 to 2021**

***Assistant Property Manager***

- Maintained the accurate records of all community transactions and submitted on a timely basis (i.e. Delinquency reports, move-in/move-outs, etc.)
- Ensured that all rents and late fees/check charges are collected, posted, and deposited timely
- Maintained constant communication with residents to strive for the company goal of zero delinquency at end of the month
- Generated the necessary legal action, documents, and processed in accordance with state and company guidelines
- Dealt with resident concerns and requests to ensure resident satisfaction with management
- Marketed vacant space to prospective tenants through leasing agents, advertising, or other methods
- Determined and certified the eligibility of prospective tenants, following government regulations
- Managed and oversaw operations, maintenance, administration, and improvement of commercial, industrial, or residential properties

**Carroll Management Arium Gulfshore: Naples, FL  
2019**

**2016 to**

***Assistant Property Manager***

**2018 to 2019**

- Maintained the accurate records of all community transactions and submitted on a timely basis (i.e. Delinquency reports, move-in/move-outs, etc.)
- Ensured that all rents and late fees/check charges are collected, posted, and deposited timely
- Maintained constant communication with residents to strive for the company goal of zero delinquency at end of the month
- Generated the necessary legal action, documents, and processed in accordance with state and company guidelines
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***Leasing Consultant***

**2016 to 2018**

- Greeted prospects and qualified by covering all criteria
- Immediately recorded all telephone and in-person visits on appropriate reports
- Inspected models and available "market ready" and communicated related service needs to Property Manager

- Demonstrated community and apartment/model and applied product knowledge to clients' needs by communicating the features and benefits; closed the sale
- Had prospects complete application and secured deposit in accordance with the company procedures and Fair Housing requirements
- Updated availability report, processed applications for approvals (credit check, rental history, etc.)
- Submitted processed applications to the Community Manager for approval
- Followed up with applicant regarding status
- Ensured apartment is ready for the resident to move-in on agreed date
- Secured new resident's signatures on appropriate paperwork prior to move-in
- Oriented new residents to community
- Assisted in monitoring renewals
- Distributed and followed up on renewal notices
- Monitored advertising effectiveness
- Gathered information about market competition in the area and file

**Proxy Care Pharmacy Inc.:** Ft. Lauderdale, FL

**2014 to 2015**

***Pharmacy Technician***

- Maintained the filling system for all prescriptions
- Created purchase orders for pharmacy and office supplies
- Was responsible for directing phone calls to pharmacy tech
- Scanned, faxed and archived confidential patient records
- Contacted insurance companies for verification of coverage
- Maintained daily electronic log with delivery confirmations
- Prepared prescription for delivery term
- Handled daily phone call volume

**Men's Warehouse:** Pembroke Pines, FL

**2012 to 2014**

***Sales Associate Cashier***

- Assisted with visual directing and created floor sets to promote sales
- Was efficient with sales strategies and how to set sales goals
- Organized and relayed information to the staff regarding trends, scheduling, advertisements, and special events
- Was responsible for managing sales and cashiers
- Guaranteed exceptional customer service
- Ran the cash register, counted money, separated charge slips, balanced cash drawers, and made deposits

**EDUCATION:**

**Hialeah Senior High School:** Hialeah, FL

***High School Diploma***

**CERTIFICATIONS & LICENSES:**

- 0440 – Customer Representative Insurance License
- Florida Pharmacy Association – Registered Pharmacy Technician
- 2013 Academy of Health Science

