

# CALLIE BOLLINGER

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## PROFESSIONAL SUMMARY

Adaptable professional offering extensive knowledge of hospitality etiquette, property management and excellent customer service. Driven to go above and beyond to improve operations and support team members. Bringing superior work ethic with 10+ years of customers service and 5 + years' experience in management.

## SKILLS

- Adaptability
- Multitasking
- Organizational Skills
- Problem-Solving
- Customer Service
- Time Management

## WORK HISTORY

### **Assistance Property Manager** 10/2023- Current Cushman & Wakefield

- Assist in lease administration activities, including abstracting leases and keeping databases current.
- Prepare and coordinate bid proposals and service contracts.
- Assist supervisor with aspects of annual budgets preparation and monthly financial reports.
- Responsible for leading regular inspections of properties, janitorial and landscaping services.
- Coordinate tenants move ins and move outs, help assist with vendors for delivery and pick up.

### **Property Manager** 11/2022-10/2023 Foothills Regional Housing

- Assists with the management of Fair Housing, HOME, Section 42 Tax credit and/or HUD section 8 program compliance.
- Collect security deposits as required and completes lease paperwork outlining conditions and terms of occupancy.
- Collect all rents including delinquent rents. Maintain uncollected rents below 2-3%.
- Prepare and submit monthly financial reports, marketing reports and leasing reports.
- Works with Property Operations Manager and Director of Real Estate Operations to develop annual operating budget.

### **Leasing Consultant** 7/2019-11/2022 Boutique Apartments and Wheelhouse

- Promote a high level of customer service and assistance by greeting residents, responding to concerns, showing units and quickly resolving issues.
- Prepared lease paperwork and obtained signatures, require documentation and first payments from new residents.
- Manage and promote property on social media, update websites daily with accurate information.
- Remain aware of all construction and maintenance projects and notify appropriate individuals of project updates, delays, and schedule changes.
- Maintaining an occupancy rate of 98-100%.

**FOH TRAINING MANAGER** 08/2015 to 5/2019

Johnny's Tavern, Lee's Summit, MO

- Managed a training team of 6 team members who coached new hires on customer satisfaction, food & beverage knowledge, and health & safety standards.
- Analyze training needs to develop new training material or modify & improve existing material.
- Quickly identified problem situations and skillfully resolved incidents to satisfaction of involved parties.
- Created employee incentive and contest to help boost sales by 15% and customer engagement on social media by 20%.
- Managed Social Media accounts daily.

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**EDUCATION**

High School Diploma: 05/2011

**Lee's Summit North High School** - Lee's Summit, MO

Associate of Arts: Business Management- 09/2020

**Metropolitan Community College - Kansas City** - Kansas City, MO