

Chelsea Garza

Award willing customer service.

Fort Collins, CO 80521

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Dedicated Manager with over 20 years of experience in performing a variety of administrative and staff support duties for a specified department, which require a range of knowledge and skills of organizational procedures and policies; directing and assisting visitors, and resolving administrative problems and inquiries; composing, editing, and proofreading correspondence and reports, bookkeeping, monthly financial reporting and preparing a range of administrative documents. Strong leader possessing outstanding work ethic and integrity, always dedicated to meeting budget and meticulously documenting financials. Manages by leading and showing staff the rewards of pushing past their own expectations to provide the best work possible.

Willing to relocate: Anywhere

Authorized to work in the US for any employer

Work Experience

Community Manager

SUN COMMUNITIES - Fort Collins, CO

August 2019 to October 2020

- Handles and resolves resident/customer service issues in a timely and professional manner.
- Directs the day-to-day operations to include maximizing occupancy rates and profit performance for over 200 units.
- Maintains bad debt under 0.5% and aged delinquency under 1%.
- Developed a marketing strategy and maintains effective advertising to attract prospective residents to community.
- Responsible for hiring, supervision, training, and evaluation of employee performance.
- Executes contract negotiations, reviews job estimates, and oversees all phases of capital expenditure improvements.
- Monitors and manages monthly operating budgets and prepares monthly reports on P & L variances.
- Evaluates and recommends changes in pricing strategies to remain competitive in each market.

Office Manager

DANCE DREAM STUDIOS - Loveland, CO

July 2017 to July 2019

- Managed, scheduled, coordinated office functions and activities.
- Responded to and resolved all customer financial inquiries, issues and complaints.
- Handled over 500 Payable Accounts to insure they were paid in a timely manner.
- Compiled internal and external customer communications.
- Controlled expenses and prepared expense reports.
- Assisted with preparation and tracking of annual budgets.
- Established business relations with vendors and shipping companies.

- Maintained weekly payroll for over 50 employees.
- Created and monitored internet marketing campaigns.

Assistant Property Manager/Administrator

NEXCORE GROUP - Denver, CO

August 2014 to June 2017

- Coded invoices for assigned properties according to budget.
- Assisted in preparation of annual operating budgets for assigned properties.
- Assisted with property transitions from development into asset management.
- Calculated, documented and routed commissions for leasing team.
- Updated payroll and arranged employee schedules.
- Communicated with residents to resolve rental, management, and maintenance issues.
- Coordinated all residents events, activities, and newsletters.
- Analyzed various property related financial reports.

Property Management Administrator

TERRAMAR RETAIL CENTERS - San Diego, CA

July 2011 to December 2013

- Worked with the property management team to minimize expenditures, maximize revenues and adhere to budget cost parameters.
- Collected and entered monthly Gross Sales Reports in property database, working with the property accountant to ensure correct billing.
- Prepared lease documents and related paperwork, filed and maintained copy room upkeep and organization.
- Produced monthly tenant delinquency reports and property accruals.
- Coded invoices weekly in company provided property related database.
- Flawlessly ensured meticulous maintenance and upkeep of Current and Prospective Tenant Files.
- Assisted Marketing Director with all Seaport Village Events including participants, availability, location, security and material preparation.

Assistant Property Manager

RIVERSTONE RESIDENTIAL - Fort Collins, CO

February 2009 to October 2010

- Maintained all accounts receivable including collecting rent, posting rent, making daily bank deposits, and maintaining balanced, accurate rent roll.
- Accurately and timely completed daily, weekly and monthly financial and leasing reports, including month- end pre-close, closeout, market surveys, and lease expiration matrix.
- Audited records and files to identify dates requiring administrative action, such as lease expiration dates, delinquent accounts, and unlawful detainers.
- Collected delinquent account balances from previous residents.
- Processed evictions, which includes processing all necessary paperwork, serving notices, and attending court hearings.

Office Manager/Aircraft Mechanic

UNITED STATES NAVY - Lemoore, CA

January 2005 to January 2009

- Actively maintained records for over 1200 personnel.
- Monitored Command Sponsor Program and personally directed prospective gains upon arrival.

- Coordinated, tracked and annotated training for over 1200 personnel within the facility.
- Personally rebuilt 52 Support Equipment records with minimal guidance.
- As a plane captain, performed daily and turnaround inspections on aircraft before flight.
- Performed post flight, hourly, special and other periodic inspections.
- Maintained aircraft landing gear systems, brakes, and related pneumatic systems, reservoirs pressurization, emergency actuating devices, pumps, valves, regulators, cylinders, lines and fittings.
- In depth knowledge and use of proper personal equipment for any and all types of work.

Education

Bachelor of Science in Finance

University of Phoenix - Denver, CO

Associates in Applied Science in Computer Information Systems

Aims Community College - Greeley, CO

Skills

- Excellent manager who leads by example and through instilling confidence in staff, leading to higher productivity and better client satisfaction. Skilled in the principles of administration and management in the service industry, including strategic planning, production methods, human resources, and the coordination of people and resources. Excels in sales and marketing, including showing, promoting, and selling. Critical thinker who uses logic and reason to identify and evaluate situations and their alternative solutions. Strong communication skills that allow me to easily determine guest and employee concerns. (10+ years)
- Experienced with all general office equipment. (10+ years)
- Actively involved in decision-making, critical thinking, organizing, annual budgets and customer service. (10+ years)
- Outlook (10+ years)
- Word (10+ years)
- Publisher (10+ years)
- PowerPoint (10+ years)
- and Excel Spreadsheets. Quickbooks (10+ years)
- YARDI (10+ years)
- Onsite (10+ years)
- MRI (10+ years)
- Appfolio (5 years)
- Tenant Screening. (10+ years)
- Accounts Payable
- Asset Management (10+ years)
- Accounts Receivable (10+ years)
- Budgeting (10+ years)
- Event Planning (10+ years)
- Office Management (10+ years)
- Payroll (10+ years)

- Property Management (10+ years)
- Fair Housing Regulations (10+ years)
- Accounting (10+ years)
- Marketing (10+ years)
- General Ledger Accounting (10+ years)
- Research (10+ years)
- Merchandising (10+ years)
- Account Reconciliation (10+ years)
- Aircraft Maintenance (5 years)
- Recruiting (5 years)
- Adobe Acrobat (8 years)
- Management
- Adobe Illustrator (4 years)
- Military Experience (4 years)
- HR (5 years)
- Adobe Acrobat (5 years)
- CPR (10+ years)
- Aed (5 years)
- Cash Handling (10+ years)
- First Aid (10+ years)
- Event Planning (5 years)
- Event Marketing (5 years)
- Retail Sales (10+ years)
- Data Entry (10+ years)
- Business Development (10+ years)
- Leadership Experience (10+ years)
- LIHTC (5 years)
- Affordable Housing (7 years)
- Section 8 (9 years)
- Business Development (10+ years)
- Purchasing (4 years)
- Bank Reconciliation
- Pricing
- Financial Report Writing
- Retail Sales (9 years)
- Scheduling (10+ years)
- QuickBooks (5 years)
- Business Development (10+ years)
- Onsite (5 years)
- Profit & Loss

- Yardi (10+ years)

Assessments

Administrative Assistant/Receptionist — Highly Proficient

October 2019

Using basic scheduling, attention to detail, and organizational skills in an office setting.

Full results: [Highly Proficient](#)

Customer Focus & Orientation — Expert

March 2020

Responding to customer situations with sensitivity.

Full results: [Expert](#)

Office Manager — Highly Proficient

December 2019

Scheduling and budgeting.

Full results: [Highly Proficient](#)

Food Service: Customer Situations — Highly Proficient

March 2020

Measures a candidate's ability to use logical approaches when solving problems in a restaurant context.

Full results: [Highly Proficient](#)

Sales Skills — Highly Proficient

September 2020

Influencing and negotiating with customers.

Full results: [Highly Proficient](#)

Receptionist — Expert

August 2019

Using basic scheduling, attention to detail, and organizational skills in an office setting.

Full results: [Expert](#)

Written Communication — Proficient

October 2019

Measures a candidate's ability to convey written information using proper grammar rules.

Full results: [Proficient](#)

Warehouse Associate — Highly Proficient

October 2019

Assesses the tendencies that are important for success in warehouse roles.

Full results: [Highly Proficient](#)

Management & Leadership Skills: Impact & Influence — Highly Proficient

July 2020

Choosing the most effective strategy to inspire and influence others to meet business objectives.
Full results: [Highly Proficient](#)

Customer Service Fit — Proficient

October 2019

Measures the traits that are important for high-quality customer service.
Full results: [Proficient](#)

Electronic Health Records: Best Practices — Proficient

February 2019

Measures a candidate's knowledge of EMR data and associated privacy regulations, as well as best practices for EMR use.
Full results: [Proficient](#)

Front Desk Agent (Hotel) — Expert

September 2020

Selecting hotel rooms based on verbal requests and identifying errors in hotel data.
Full results: [Expert](#)

Basic Computer Skills: PC — Familiar

July 2020

Performing basic computer operations, navigating a Windows OS, and troubleshooting common computer problems.
Full results: [Familiar](#)

Creating Presentations with Microsoft PowerPoint — Proficient

July 2020

Knowledge of Microsoft PowerPoint tools and features.
Full results: [Proficient](#)

CRM Skills with Salesforce — Expert

July 2020

Knowledge of Salesforce objects, fields, and processes.
Full results: [Expert](#)

Supervisory Skills: Motivating & Assessing Employees — Expert

September 2020

Motivating others to achieve objectives and identifying improvements or corrective actions.
Full results: [Expert](#)

Working with MS Word Documents — Proficient

September 2020

Knowledge of various Microsoft Word features, functions, and techniques.
Full results: [Proficient](#)

Cashier Skills — Proficient

September 2020

Counting cash, processing transactions, following written procedures, and attending to details.

Full results: [Proficient](#)

Work Style: Reliability — Completed

November 2020

Tendency to be dependable and come to work.

Full results: [Completed](#)

Written Communication — Proficient

November 2020

Best practices for writing, including grammar, style, clarity, and brevity.

Full results: [Proficient](#)

Customer Focus & Orientation — Expert

March 2020

Responding to customer situations with sensitivity.

Full results: [Expert](#)

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.