

# Elizabeth D. Graham

6666 W. Washington Ave. #588 ♦ Las Vegas, Nevada 89107 ♦ 702-480-5498 ♦  
elizabeth\_graham44@yahoo.com

## OBJECTIVE

Looking to secure employment in a company where I can contribute my strong leadership skills and courteous customer care.

## HIGHLIGHTS OF QUALIFICATIONS

- ❖ More than 15 years of professional experience in customer relations
- ❖ Self-starter; work well independently or as a value-added team member
- ❖ Creative; Seek innovative solutions to common challenges
- ❖ Meticulous and orderly; Able to calmly prioritize multiple tasks
- ❖ Loyal, honest and dependable; Work exceptionally well with deadlines
- ❖ Section 8, Section 236 and 42 Tax Credit experience
- ❖ Detail oriented, self-motivated with strong organizational abilities.
- ❖ Comfortable and well experienced in working with diverse groups of people.

## PROFESSIONAL SKILLS & EXPERIENCE

### Managerial

- ♦ Supervised, and evaluated employees; held staff accountable and took disciplinary action when necessary
- ♦ Managed up to 5 staff members at a time
- ♦ Strong leadership skills in directing, encouraging and motivating staff on daily work duties and on business policies and procedures. Always leading by example.
- ♦ Adheres to all confidentiality procedures concerning residents, visitors and vendors.
- ♦ Very personable and friendly attitude toward staff, residents and vendors.
- ♦ Knowledge of Government housing subsidy programs and Fair Housing with applicable compliance regulations.

### Accounting & Office Administration

- ♦ Proficient in modern office equipment: multiple-line phone, fax, copier, computer, 10-key, cash register, and postage-meter
- ♦ Completed data-entry and bookkeeping accurately and efficiently; made daily bank deposits. Familiar with yardi software.
- ♦ Handled calculation and reporting of payroll
- ♦ Basic word processing and spreadsheet knowledge (Microsoft, Excel), various filing systems, inventory, ordering, stocking, and systems audits

### Customer Service

- ♦ Maintain a remarkable reputation for customer service through presentation of proper verbal and non-verbal body language, personal appearance, listening skills and willingness to assist clients and co-workers until fully satisfied
- ♦ Skilled at managing and prioritizing multiple tasks, calls and visitors
- ♦ Excellent verbal, written and interpersonal communication skills. Comply with all company policy standards and always maintain confidentiality

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## EMPLOYMENT HISTORY

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**Assistant Community Manager** 01/2015- 11/2015

*Lakeshore Management*

*Orlando, FL*

**Community Manager** 01/2015 – 6/2015

*Lakeshore Management*

*Orlando, FL*

**Childcare Director** 01/2014 – 06/2014

*T.E.L.L. Academy*

*Minneapolis, MN*

**Property Manager** 07/2013 – 12/2013

*Shelter Corporation*

*Hopkins, MN*

**Property Manager** 06/2012 – 05/2013

*Real Estate Equities*

*Saint Paul, MN*

**Assistant Property Manager.** 01/2012 – 06/2012

*Real Estate Equities*

*Saint Paul, MN*

**Leasing Agent** 04/2010 – 03/2012

*Pinnacle*

*Minneapolis, MN.*

**Administrative Specialist II.** 12/2008 – 03/2010

*Wilder Foundation*

*Saint Paul, MN.*

**Administrative Assistant (Intern)** 09/2008 – 11/2008

*Wilder Foundation*

*Saint Paul, MN.*