

Kyle Ruedy

Fort Myers, FL 33967

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Client Management/Hospitality/Customer service professional experience of 8+ years. Associates in communications. Skilled at problem solving and conflict resolution, and able to encourage teamwork & adapt. Able to network with businesses and organizations to create success.

Authorized to work in the US for any employer

Willing to relocate: Anywhere

Work Experience

Client Services/Front Office Manager

Island Home Service/Tree West - Sanibel, FL

April 2020 to March 2022

Responsible for managing office services by ensuring office operations and procedures are organized, correspondences are controlled, filing systems are designed, supply requisitions are reviewed and approved and that clerical functions are properly assigned and monitored. Organize & schedule meetings and appointments. Responsible for recruiting staff for the office and providing orientation and training to new employees. Point person for maintenance, mailing, shipping, supplies, equipment & bills. Coach, mentor and discipline office staff. Analyze and monitor internal processes. Handle customer inquiries and complaints.

Assistant Property Manager/Social Media Manager

Sea Shells of Sanibel Condominiums

November 2017 to March 2020

Worked closely with the Property Manager to ensure a smooth operating apartment community of 78 units.

- Provided excellent customer service, maintained resident records
- Utilize proven sales techniques by offering and helped residents resolve maintenance issues
- Coordinated the condominium make-ready process, rented condominiums to prospective residents and managed the sales process from start to finish
- Collected rents, secured bank deposits, processed condominium security deposits and managed accurate application files
- Responsible for monthly resident retention reporting, advertising reports and devised marketing strategies
- Handled all social media platforms. Started with very minimal activity on Facebook grew page likes & engagement by 65% in three months, created new socials such as Instagram and Twitter.

Front Desk Receptionist/Administrative Assistant

Waterside Inn On The Beach - Sanibel, FL

February 2015 to September 2017

- Doing administrative and clerical tasks (such as scanning or printing)
- Preparing and editing letters, reports, memos, and emails

- Running errands to the post office or supply store
- Arranging meetings, appointments, and executive travel
- Answering phone calls and taking messages
- Maintaining folders on servers
- Recording meeting minutes
- Liaising with teams and units
- Tracking petty cash
- Covering reception

Education

Associate in Communications

Tallahassee Community College/Florida Gulf Coast University - Fort Myers, FL
2019

High School Diploma

Estero High School

Skills

- Reception
- Front Desk
- Front Office
- Receptionist
- Scheduling
- Data Entry
- Microsoft Office
- Organizational Skills
- Outlook
- Microsoft Word
- Filing
- Night Audit
- Email Marketing
- Social Media Management
- Office Management
- Property management
- Typing
- Windows
- QuickBooks
- Supervising experience
- Hotel experience
- Leadership
- Microsoft Excel

- Customer service
- Microsoft Outlook
- Management
- Guest Services
- Payroll
- Landscaping
- Digital Marketing
- Customer relationship management
- Google Suite
- Facebook Advertising
- Management
- Proofreading
- Adult education
- Adobe Acrobat
- Cash management

Certifications and Licenses

Inbound Sales Certification