

# Michelle A. Curtis

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## Skills

- Natural leader
- Exceptional time management skills
- Adaptable Active listening skills
- Problem solving
- Microsoft Word
- Microsoft Excel
- Multitasking
- Critical Thinking

## Professional value offered

### **Brinkman Partners**

**Residential and Commercial  
Leasing Consultant  
04/2015 to Current**

- Lease up of 6 new apartment communities between 2015 and 2018
- Training of new-hire employees
- Process and code invoices
- Assist making new processes and procedures for the growing business
- Work closely with the Management and Property Owners.
- Communicate with commercial and residential tenants for late rents and violations
- Performed weekly property walks to ensure curb appeal
- Sought out vendors and assisted with service agreements
- Perform market comps, send leases and maintain follow-up.
- Team player, will assist wherever needed (maintenance, inspections, move-ins) and up to learn new skills.

### **Orion Real Estate Services**

**Leasing Consultant  
02/2014 to 04/2015**

- Training to ensure knowledge of Fair Housing laws.
- Responsible for legal documents while maintaining accuracy.
- Given extra projects to help maintain the community.
- Opening procedures making sure the path to amenities and model are well kept and presentable.
- Ability to deescalate upset tenants/prospects and turn a negative into a positive.
- Greeted customers upon entrance and handle all inquiries from potential tenants to current tenants.
- Assisted with quality checks before new move-ins.
- Able to assist with property projects.
- Reliable in emergency situations.

### **Center Partners**

**Quality Analyst (Team Lead)  
05/2011 to 02/2014**

- Customer feedback and made process changes to exceed customer satisfaction goals.
- Evaluated random calls to ensure employees were adhering to Federal Regulations.
- Worked with upper management to ensure appropriate changes were made to improve customer satisfaction and maintained the client by keeping Regulatory errors below 10%.
- Lead and trained a team of 15, teaching employees how to maintain quality and work at a face pace.

References upon request.