

## PROFESSIONAL SUMMARY

With a proven track record of achieving results and a deep passion for property management, I am fully focused on elevating resident satisfaction and optimizing property operations. I am enthusiastic about bringing my exceptional communication abilities, expertise in Fair Housing Laws, and creative marketing tactics to bring substantial value to a forward-thinking property management group. My steadfast commitment to upholding professional and personal integrity, delivering exceptional customer service, zealotness for learning, and innovative ideas for long tenant tenure, will keep occupancy rates successful. I believe fostering community involvement will undoubtedly drive the success and expansion of the property portfolio.

## EMPLOYMENT HISTORY

2022 - 2023

### Home Care Provider, Avila Residence, Sacramento, CA

- Provided compassionate care for elderly dementia client, ensuring emotional and physical well-being.
- Maintained and repaired household equipment, enhancing living conditions and safety.
- Scheduled and transported client to appointments, ensuring timely medical and health care.
- Assisted in meal planning and preparation, promoting balanced nutrition and overall health.
- Administered medication and first-aid per doctor's orders, ensuring patient safety and compliance.

2022 - 2022

### Emergency Housing Voucher Coordinator (Second promotion), Catholic Charities SF, San Francisco, CA

- Maintained a calendar of outreach activities, including community events, workshops, and other communication opportunities.
- Coordinated and participated in outreach activities with the Coordinated Entry System as well as government agencies.
- Developed relationships with federal, state, and local agencies that served as referral resources for clients.
- Assisted in completion of housing applications and accompanied individuals to housing appointments when needed.
- Input, maintained, and tracked program participant information and housing statuses in digital databases, including but not limited to HMIS.
- Monitored program participant progress and oversaw adherence to program requirements.

2020 - 2022

### Shelter-in-Place Hotel Coordinator (First promotion), Catholic Charities SF, San Francisco, CA

- Supervised and ensured the safety of residents.
- Conducted shelter intakes, interviewed and successfully communicated with residents.
- Consistently provided case management resource services.
- Accurately ordered shelter supplies in a timely, cost-effective manner.
- Assisted with mediation, family reunification or relocation assistance.
- Prioritized obligations to maintain organization and stability.
- Developed and implemented new strategies in collaboration with other agencies; Department of Homelessness and Supportive Housing (HSH), Housing and urban Development (HUD), Human Service Agency (HSA), Housing Choice Voucher (HCV).
- Established, maintained and enhanced cooperative relationships with local service providers and community-based organizations.
- Volunteered, assisted, and coordinated homeless outreach and engagement efforts to aid the homeless population.

2017 - 2020

### Housing Problem Solver/ Outreach Specialist (Started as), Catholic Charities SF, San Francisco, CA

- Maintained a client caseload of 30-50 clients experiencing homelessness.
- Screened and assessed clients experiencing homelessness using standardized tools, prioritization, and referral protocols.
- Used a collaborative, client-centered, and trauma-informed approach, support clients in avoiding entry to shelter by identifying creative solutions to exiting homelessness.
- Analyzed information, problems, situations, and procedures in order to define any barriers to a Problem-Solving resolution and successfully addressed them.
- Developed housing plans.
- Properly allocated flexible financial funds to cover costs associated with housing resolutions.
- Processed Permanent Supportive Housing and Rapid Rehousing referrals with according agency.

## EDUCATION

2024 - PRESENT

### Real Estate Networking, Education, & Work (RENEW) Program, IREM Sacramento Valley Foundation, Sacramento, CA.

Property Management Skills Training

2024 - PRESENT

**Job Training Program, Women's Empowerment, Sacramento, CA**

2002 - 2005

**Associate of Science in Sociology, American River College, Sacramento, CA**

1999 - 1999

**Human Resource Administration Certificate of Achievement, Institute of Technology, Sacramento, CA**

## COURSES

2024 - PRESENT

**Microsoft Training Program at INTEL**

## SKILLS

Shelter Advocacy



Shelter Assessments



Customer Service



De-Escalation Training



Narcan/Harm Reduction



Reliable



Professional and Personal Integrity



Microsoft SUITE



Resident Satisfaction



Property Operations



Case Management



Administrative



Conflict Resolution



CPR/First Aid



Creative



Productive



Resolution Driven



Zoom



Community Engagement



Innovative Ideas



## HOBBIES

A great public speaker who is charismatic and engaging communicator who effortlessly captivates audiences. The ability to convey complex ideas in a clear and relatable manner, keeping listeners engaged. I have inspired, educated, and motivated diverse groups. Knowledgeable and well-prepared but also adaptable, able to think quickly and handle unexpected challenges with grace and poise. My passion shines through, leaving a lasting impression and driving positive change to all.