




Vernona Madlem

Assistant Property Manager

Dedicated Assistant Property Manager with 1 year of experience in effectively supporting property management operations. Adept at tenant relations, maintenance coordination, and financial administration, ensuring smooth property operations and tenant satisfaction. Excellent communication and organizational skills, with a strong focus on customer service and attention to detail. Proven ability to handle multiple tasks and work well under pressure.

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Education

**Associate of Applied Science
in Property Management at
Miami Dade College, Miami,
FL**

Sep 2018 - May 2022

Relevant Coursework: Property
Management Principles, Real
Estate Law, Marketing
and Leasing, Facilities
Management, Financial
Management, and Customer
Service.

Links

[linkedin.com/in/vernonamadlem](https://www.linkedin.com/in/vernonamadlem)

Skills

Bookkeeping

Maintenance Coordination

Tenant Relations

Marketing Strategies

Lease Administration

Yardi Software

Budgeting

Languages

Employment History

Assistant Property Manager at Millennium Management Services, FL

Feb 2023 - Present

- Successfully increased the overall occupancy rate by 15% within the first year of joining Millennium Management Services, FL, through proactive marketing strategies and efficient tenant screening processes.
- Streamlined rent collection procedures, resulting in a 10% reduction in late payments and a 5% increase in overall revenue for the properties managed.
- Implemented cost-effective maintenance and repair solutions, reducing property expenses by 8% and increasing tenant satisfaction rates by 20%.
- Coordinated and executed a successful property renovation project, leading to a 12% increase in property value and attracting higher-quality tenants.

Junior Assistant Property Manager at Rivergate KW Residential, FL

Sep 2022 - Dec 2022

- Successfully managed a portfolio of 250 residential units, resulting in a 98% occupancy rate and a 15% increase in rental income over a one-year period.
- Streamlined maintenance request procedures, reducing average response time by 25% and improving overall tenant satisfaction by 20%.
- Implemented a new marketing strategy for vacant units, leading to a 30% decrease in average vacancy duration and an increase of \$50,000 in annual revenue.
- Coordinated and executed a property-wide energy efficiency initiative, resulting in a 10% reduction in utility costs and a savings of \$20,000 per year for the company.

Certificates

Certified Apartment Manager (CAM)

Oct 2021

Institute of Real Estate Management's Accredited Residential Manager (ARM)

Jul 2020