

Mackenzie Bykerk

Residence Director

✉ mackenzie.bykerk@gmail.com

☎ (151) 937-0539

📍 1234 Silver Lane, Las Vegas, NV 89123

EDUCATION

Bachelor of Arts in Residential Life and Housing Management at University of Nevada, Las Vegas

Sep 2017 - May 2022

Relevant Coursework: Residential Life and Housing Management, Community Development, Facilities Operations, Crisis Management, Student Affairs, Leadership and Team Building, Diversity and Inclusion, Budgeting and Financial Management.

LINKS

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

SKILLS

Conflict Resolution

Budget Management

Event Planning

Team Building

Crisis Intervention

Time Management

Microsoft Office

LANGUAGES

English

Spanish

HOBBIES

PROFILE

Dedicated Residence Director with 1 year of experience in managing residential facilities and fostering positive living communities. Adept at creating inclusive environments, addressing student needs, and coordinating events. Demonstrates strong leadership, communication, and problem-solving skills. Committed to promoting academic success and personal growth among diverse student populations.

EMPLOYMENT HISTORY

● Residence Director at Picerne Real Estate Group, NV

Apr 2023 - Present

- Successfully increased occupancy rate by 20% within the first year of operation, resulting in a significant boost to the property's revenue and overall performance.
- Streamlined the leasing process by implementing an efficient online application system, reducing the average time taken to process applications by 50% and enhancing the customer experience.
- Spearheaded a comprehensive property renovation project, which led to a 30% increase in property value and attracted higher-quality tenants, ultimately contributing to a more vibrant and thriving community.
- Developed and implemented a robust resident retention program, leading to a 15% reduction in tenant turnover and fostering a stronger sense of community among residents.

● Assistant Residence Director at Greystar Real Estate Partners, NV

Jul 2022 - Feb 2023

- Successfully managed a 200-unit residential property, achieving a 95% occupancy rate within the first 6 months of employment, resulting in increased revenue for Greystar Real Estate Partners.
- Implemented a comprehensive resident retention program that led to a 20% decrease in annual turnover, saving the company an estimated \$100,000 in turnover-related costs.
- Coordinated and executed various community events, leading to a 50% increase in resident engagement and satisfaction, as measured by post-event surveys and online reviews.

CERTIFICATES

Certified Professional in Residence Life (CPRL)

Sep 2021

National Apartment Leasing Professional (NALP)

Feb 2020

MEMBERSHIPS

National Association of Student Personnel Administrators (NASPA)