



Hilaria Letterly

Resident Manager

Results-driven Resident Manager with 2 years of experience in overseeing property operations, managing tenant relations, and ensuring optimal occupancy rates. Adept at streamlining processes, implementing cost-saving measures, and maintaining a high standard of living for residents. Proficient in negotiation, conflict resolution, and team leadership, with a proven track record of enhancing property value and fostering strong tenant satisfaction.

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(591) 931-1804 

123 Elm Street, Lincoln, NE 
68501

Education

Bachelor of Business Administration in Property Management at University of Nebraska-Lincoln, NE

Aug 2017 - May 2021

Relevant Coursework: Property Management, Real Estate Finance, Real Estate Law, Commercial Leasing, Facilities Management, Asset Management, Marketing, Accounting, and Business Ethics.

Links

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

Skills

Budgeting



Maintenance



Conflict Resolution



Microsoft Excel



Tenant Screening



Time Management



Propertyware Software



Employment History

Resident Manager at Alliance Management Group, NE

Apr 2023 - Present

- Successfully reduced maintenance costs by 15% through streamlining processes and implementing cost-effective solutions, resulting in annual savings of \$30,000 for Alliance Management Group, NE.
- Increased overall tenant satisfaction by 25% through proactive communication, timely resolution of issues, and implementation of a new tenant feedback system, leading to a 10% decrease in tenant turnover.
- Managed a portfolio of 250 residential units, ensuring a consistently high occupancy rate of 95% and generating \$2.5 million in annual revenue for the company.
- Implemented a new property management software system, reducing administrative tasks by 20% and increasing efficiency in managing work orders, rent collection, and lease renewals, ultimately saving the company \$15,000 per year in labor costs.

Assistant Resident Manager at Seldin Company, NE

Aug 2021 - Mar 2023

- Successfully managed a 200-unit residential property, maintaining an average occupancy rate of 95% and increasing annual revenue by 12%.
- Implemented a new resident retention program, resulting in a 20% decrease in tenant turnover and improving overall resident satisfaction by 15%.
- Streamlined the maintenance request process, leading to a 25% reduction in response time and increasing positive resident feedback by 30%.
- Coordinated and executed a community-wide renovation project under budget, enhancing property value by 10% and attracting higher-quality tenants.

Certificates

Certified Property Manager (CPM)

Feb 2022

National Apartment Leasing Professional (NALP)

Jun 2020