



MICHAEL ANDERSON

Senior Rent Collection Manager

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SUMMARY

Dynamic and results-driven Rent Collection Executive with over 10 years of extensive experience in the real estate sector, specializing in optimizing revenue collection processes and enhancing tenant relationships. Proven expertise in implementing strategic initiatives that significantly reduce delinquency rates while maximizing cash flow. Adept at leveraging data analytics to inform decision-making and streamline operations.

WORK EXPERIENCE

Senior Rent Collection Manager Elite Property Group

Jan 2023 - Present

- Developed and executed comprehensive rent collection strategies, leading to a 25% reduction in outstanding balances.
- Implemented a new property management software that improved collection efficiency by 30%.
- Trained and supervised a team of 10 collection agents, enhancing team performance through targeted coaching.
- Conducted regular audits of tenant accounts, ensuring accuracy and compliance with company policies.
- Collaborated with legal teams to initiate eviction proceedings for chronic non-payers, resulting in expedited cases.
- Established a tenant feedback system to identify issues and improve service delivery.

Rent Collection Specialist Urban Living Properties

Jan 2020 - Dec 2022

- Managed a portfolio of over 500 residential units, maintaining an average collection rate of 98%.
 - Utilized CRM tools to track payment histories and follow up with tenants on overdue accounts.
 - Conducted workshops for tenants on financial literacy and payment options.
 - Developed relationships with local agencies to assist tenants facing financial hardships.
 - Analyzed collection trends and presented findings to senior management for strategic planning.
 - Participated in community outreach programs to enhance the company's reputation and tenant satisfaction.
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EDUCATION

Bachelor of Business Administration, Finance, University of California, 2012

Sep 2019 - Oct 2020

ADDITIONAL INFORMATION

- **Technical Skills:** rent collection, property management, financial analysis, team leadership, customer service, compliance
- **Awards/Activities:** Awarded 'Employee of the Year' for exceptional performance in 2020.
- **Awards/Activities:** Increased annual rental revenue by 15% through strategic initiatives.
- **Awards/Activities:** Recognized for implementing a tenant retention program that decreased turnover by 20%.
- **Languages:** English, Spanish, French