



Michael ANDERSON

COMMUNITY RELATIONS MANAGER

Dedicated Rent Collection Executive with a strong focus on tenant relations and community engagement, bringing over 12 years of experience in property management. Expertise in developing and executing rent collection strategies that prioritize tenant satisfaction while ensuring financial stability. Skilled in conflict resolution and negotiation, adept at addressing tenant concerns promptly and effectively.

CONTACT

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SKILLS

- tenant relations
- community engagement
- conflict resolution
- rent collection
- customer service
- program development

LANGUAGES

- English
- Spanish
- French

EDUCATION

**BACHELOR OF ARTS IN SOCIOLOGY,
UNIVERSITY OF CALIFORNIA, 2010**

ACHIEVEMENTS

- Increased tenant satisfaction scores by 30% through community initiatives.
- Recognized for outstanding service in tenant relations.
- Successfully implemented a tenant appreciation event that boosted community morale.

WORK EXPERIENCE

COMMUNITY RELATIONS MANAGER

Harmony Realty

2020 - 2025

- Developed community outreach programs to enhance tenant engagement and satisfaction.
- Managed rent collection processes while maintaining a focus on tenant relations.
- Facilitated workshops on tenant rights and financial management.
- Resolved tenant disputes amicably, fostering a positive community environment.
- Collaborated with local organizations to provide resources for tenants in need.
- Implemented a feedback system to continuously improve services provided to tenants.

RENT COLLECTION COORDINATOR

Sunset Properties

2015 - 2020

- Managed collections for a portfolio of 400 units, achieving a 96% collection rate.
- Maintained open lines of communication with tenants regarding payment options and deadlines.
- Conducted regular follow-ups with tenants to ensure timely payments.
- Trained staff on effective communication and customer service techniques.
- Analyzed collection data to identify trends and improve processes.
- Collaborated with legal counsel on eviction processes when necessary.