MICHAEL
ANDERSON

Rent Collection Supervisor

- San Francisco, CA
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Proactive Rent Collection Executive with a solid foundation in customer service and financial management, offering over 11 years of experience in the property management sector. Expertise in implementing policies and procedures that enhance the efficiency of rent collection processes while ensuring tenant satisfaction. Skilled in conflict resolution and negotiation, with a proven ability to foster positive relationships with tenants.

WORK EXPERIENCE

Rent Collection Supervisor | Blue Sky Realty　　　　　　　　　　Jan 2022 – Present

- Supervised rent collection for a portfolio of 550 units, achieving a collection rate of 96%.
- Implemented a new payment tracking system that improved accuracy and efficiency.
- Conducted tenant outreach to address overdue payments and negotiate solutions.
- Trained new hires on best practices in rent collection and tenant communication.
- Collaborated with legal teams to manage eviction processes effectively.
- Analyzed collection data to identify trends and improve strategies.

Assistant Rent Collection Supervisor | Pinnacle Properties　　　Jul 2019 – Dec 2021

- Assisted in managing collections for over 400 units, achieving a collection rate of 94%.
- Maintained detailed records of tenant accounts and payment histories.
- Conducted tenant meetings to discuss payment options and address concerns.
- Participated in community engagement initiatives to enhance tenant relations.
- Supported the team in preparing financial reports on collection performance.
- Worked closely with the eviction team to prepare necessary documentation.

SKILLS

customer service　　rent collection　　conflict resolution　　financial management　　team training　　data analysis

EDUCATION

Bachelor of Science in Management　　　　　　　　　　　　　　　2011

University of Illinois

ACHIEVEMENTS

- Increased rent collection efficiency by 18% through process improvements.
- Awarded 'Best Team Player' in 2019 for collaboration efforts.
- Developed a tenant communication strategy that improved satisfaction ratings.

LANGUAGES

English　　Spanish　　French