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SKILLS

- tenant advocacy
- lease negotiation
- tenant satisfaction
- operational analysis
- community building
- compliance management

EDUCATION

DIPLOMA IN PROPERTY MANAGEMENT,
CITY COLLEGE

LANGUAGE

- English
- Spanish
- German

ACHIEVEMENTS

- Increased tenant engagement scores by 20% through effective communication strategies.
- Recognized for excellence in service delivery with a performance award.
- Successfully implemented a tenant education program, enhancing tenant knowledge.

Michael Anderson

TENANCY MANAGER

Proficient Tenancy Manager with a strong foundation in residential real estate and tenant advocacy. Expertise in managing complex tenancy agreements and ensuring compliance with legal regulations. Proven ability to enhance tenant satisfaction through effective communication and relationship-building strategies. Skilled in analyzing property performance metrics to inform management decisions and improve operational outcomes.

EXPERIENCE

TENANCY MANAGER

Homefront Properties

2016 - Present

- Managed a diverse portfolio of residential properties, maintaining a 95% occupancy rate.
- Negotiated lease agreements that aligned tenant needs with property owner goals.
- Conducted regular tenant satisfaction surveys to inform service improvements.
- Implemented new software for tracking tenant requests and maintenance issues.
- Facilitated workshops on tenant rights and responsibilities.
- Developed partnerships with local services to enhance tenant support.

JUNIOR TENANCY OFFICER

Community Realty

2014 - 2016

- Assisted in managing tenant applications and screening processes.
- Coordinated property maintenance requests and follow-ups.
- Maintained records of tenant interactions and property documentation.
- Supported property inspections to ensure compliance with safety standards.
- Engaged with tenants to address concerns and gather feedback.
- Contributed to community-building initiatives within managed properties.