

Anna Phillippe

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PROFESSIONAL SUMMARY

Possesses a combination of public facing customer service experience, as well as behind the scenes administrative work. Able to adapt to changing priorities and facilitate multiple projects. Shows strong attention to detail and ability to follow Property Manager's quality expectations. Comfortable working on the computer, as well as doing maintenance work including electrical, plumbing, household repairs, etc.

SKILL AREAS

Customer Service

- Supporting customers and clients in solving problems
- Offering personalized service to customers to meet their needs and exceed expectations
- Answering customer calls in a friendly and helpful manner
- Defusing tense situations and helping others manage conflict

Property Management and Leasing

- Negotiating rates and agreements with the Property Manager's interest in mind while also offering excellent customer service; staying within fair housing laws and company procedures
- Performing all office duties at Property Management office: answering phones, filing, maintaining confidentiality, preparing bank deposits, writing financial reports, preparing work orders, etc.
- Showing apartments, performing walk-throughs, completing paperwork for move-outs
- Setting up contracts/leases; performing background checks
- Maintaining 98% occupancy rate in apartment complex
- Making decisions on making repairs personally or calling in outside vendor; cleaning apartments
- Supporting tenants in resolving domestic disputes and other issues; calling law enforcement as necessary

Maintenance/Manual Work

- Comfortable working on mechanical projects including household repairs, plumbing, flooring, lighting, dishwashers, disposals, etc.
- Supporting individuals in getting homes ready for sale
- Knowledgeable of landscape construction projects: digging up sewer lines, working on sprinklers, etc.

WORK EXPERIENCE

Private Home	Ad-Hoc Home Maintenance	Sacramento, CA	Ongoing
Uber/Lyft	Driver	Sacramento, CA	2015-2016
In-Home Supp. Services	In-Home Caregiver	Sacramento, CA	2011
California Lottery	Contestant Coordinator	Sacramento, CA	1998-2004
California Lottery	Office Technician (General)	Sacramento, CA	1992-1998
State of CA	Office Assistant/Janitor	Sacramento, CA	1986-1992
Nova Management	Leasing Agent	Sacramento, CA	1985-1986
Lou Porta Company	Assistant Property Manager	Sacramento, CA	1982-1985

VOLUNTEER EXPERIENCE

Women's Empowerment	Front Desk/Reception	Sacramento, CA	2013-2014
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EDUCATION and TRAINING

IREM	REStart Program	Sacramento, CA	Feb 2018-Present
Women's Empowerment	Job Readiness Cert	Sacramento, CA	2013
Women's Empowerment/Intel®	Computer Basics Cert	Sacramento, CA	2013