

Carmelia Hicks

Citrus Heights, CA | (916) 257-6628 | CarmeliaHicks@att.net

PROFESSIONAL SUMMARY

Enthusiastic, motivated, and results-focused individual who is driven toward measurable, positive results. Skilled in working in a collaborative setting. Organized and versatile leader with proficient communications skills. Looking for a challenging career in residential property management.

KEY AREAS OF EXPERTISE

Property Management

- Ability to successfully lease apartment homes to prospective residents.
- Efficiently process applications, secure deposits, complete necessary move in paperwork for residents.
- Supervised all day-to-day property administrative and maintenance operational needs to include regular inspections of common areas.
- Knowledge of Fair Housing laws, ethical business practices and successful site management.
- Best practices of customer service and expertise in resident retention.

Administrative

- Experienced in various software programs such as Microsoft Word, Access, Onesite, PopCard, Yieldstar and Excel along with all aspects of digital scanning and faxing.
- Proficient in schedule management to ensure all aspects of the job are completed in a timely manner.
- Effective performance of job responsibilities with attention to detail regarding any necessary requirements.
- Skilled in producing professional business correspondence.
- Accurate typist experienced in transcription.

WORK EXPERIENCE

CalOES	Shuttle Driver (OT, General)	Mather, CA	12/2017 – 02/2018
Fortune School of Education	Seasonal Recruiter	Sacramento, CA	05/2017 – 08/2017
Alameda County Collections	Professional Service Tech.	Oakland, CA	10/2014 – 02/2015
Caltrans Shop 4 (D.O.E.)	Personnel Desk	San Leandro, CA	09/2008 – 10/2013
SEIU Local 1000	Political Organizer	Inland Empire, CA	05/2009 – 09/2009
Caltrans District 4(R.O.W)	Acquisitions/Condemnation	Oakland, CA	06/2007 – 08/2008
Agnews State Hospital	Legal Desk (Clinical Records)	San Jose, CA	04/2006 – 05/2007
CDCR – Parole 2 & 4	Program Technician	San Jose, CA	07/2005 – 03/2006
TG Personnel	Leasing Consultant	Cupertino, CA	09/2004 – 05/2005

EDUCATION AND TRAINING

Certificate of Completion – IREM Sacramento REstart program	March 2018
Comprehensive 5 week residential property management training program	
Certificate of Completion - Sacramento County Inspection Course	March 2018
Certificate of Completion - Intel Microsoft Suite Training	December 2017
Certificate of Completion - Women's Empowerment	December 2017
9-Week Job Readiness Program	
Associates of Arts - Merritt College	May 1997
Paralegal Studies	