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To whom it may concern,

With almost 8 years of experience in community management I can confidently tell you that I would be a highly valuable asset to any company's team. Driven sales members with a focus on customer service are the backbone to effective performance in this industry. This is where I truly excel.

Known for my honesty, integrity and loyalty, I have been an integral part of every onsite team that I have been a member of. I would like to bring my highly motivated work ethics and solid expertise in the community management field to your company. Though my enclosed resume is a good overview of my strengths and achievements, I'd also like to take this opportunity to explain why I think my skills and experience would make me a great addition to your team.

You are looking for a high level professional who knows how to keep communities full and resident satisfaction high. I am adept at making sure that my residents enjoy calling my communities home for many years as well as managing day to day operations regarding rent collection, report management and community policy enforcement. As a motivated self-starter and avid team player, I am always looking for new ways to meet and exceed business objectives.

My track record of success is built upon my friendly, outgoing nature along with my well-developed communication and problem solving abilities. I am also proficient in Microsoft Office and Onsite, as well as being able to learn new software quickly. I would welcome the opportunity to discuss the position and your needs further. Should you have any questions, you may reach me at my phone number or the email address listed on my resume.

Thank you for your time and I look forward to hearing from you.

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EXPERIENCE ASSISTANT COMMUNITY DIRECTOR

UDR – Thee Reserve and Park at Riverbridge, Greenacres, Fl – 636 Homes

03/2018 – present

- Handling residents' questions, complaints and concerns to take the appropriate steps to resolve situations.
- Maintaining excellent customer service using professional communication at all times.
- Assisted in interacting with vendors and staff while maintaining motivation and fostering a team atmosphere to drive success.
- Managing rent collection, delinquency, counseling and eviction processes.
- Updating weekly reports regarding notices to vacate, vacancy reports and bad debt projections.
- Conducting move out and make ready completion inspections.
- Organizing with service team to reduce turn time, vacancy loss and improve new move in satisfaction.
- Preparing and completing Final Account Statements to insure proper collection of turn costs.
- Driving income through the sale of express cleaning services, service charge invoicing and community violation fine enforcement.

SR. LEASING CONSULTANT

UDR – FIORI on Vitruvian Park, Addison, Tx – 239 Home Highrise

04/2017-02/2018

- Served as Community Director's "Eyes on the floor" by encouraging the team while maintaining ethics and standards.
- Improving Resident/Management relations with high end clientele using excellent customer service with a strong desire to help all valued residents.
- First point of contact for resident comments, concerns and complaints. Working closely with the service/management/corporate teams to resolve situations.
- Creating and updating weekly market surveys, sending reports to district, regional and area directors.
- Touring the community with prospective residents, highlighting architecture, landscaping, art, amenities and conceptual design with fact-based knowledge and creative communication.
- Maintaining a closing ratio of 80% while ensuring that qualified applicants move in thus lowering risk of evictions, bad debt and resident issues.
- Planning and hosting monthly resident events, cross promoting with Vitruvian Park event coordinator to increase resident satisfaction and retention.
- Focusing on renewal leases to close the back door. Maintaining a 90% retention rate on all renewals assigned to me.
- Filling in for Community Business Manager by collecting rents and appearing in court when they were unavailable.

LEASING CONSULTANT

UDR – Legacy Village Apartment Homes, Plano, Tx – 1043 Homes Urban Style Community

5/2013 – 3/2017

- 2016 Top Sales Associate for area 4 with 323 combined leases and renewals in one year, 31% of total unit count.
- Tenured leasing consultant at a very large, fast paced community.
- Touring through city streets, highlighting upscale shopping and entertainment district.
- Maintaining a combined 75% closing ratio between new leases and renewals.
- Asked to use my extensive knowledge of the community to select apartments that would yield the highest growth with addition of Kitchen and Bath ROI installations.
- Monitoring pricing and coordinating with corporate pricing managers to maintain growth, reduce vacancy loss and remain competitive in an ever-growing market filled with major companies' corporate headquarters.

FLOATING LEASING CONSULTANT

MILESTONE MANAGEMENT – Dallas, Tx and surrounding cities.

02/2011 – 4/2013

- Used my natural ability to learn quickly and support various communities in the company's portfolio.
- Gained experience in tax credit/low income housing communities.

EDUCATION

SOUTH PLAINS COLLEGE

Associates Degree in Surgical Technology

SKILLS

- Excellent communication skills demonstrating verbal and written expression, active listening and ability to maintain interpersonal relationships.
- Ability to meet deadlines without compromising accuracy, efficiency and attention to detail.
- Highly motivated self starter, organized and outgoing team player with very strong work ethic.
- Skilled and knowledgeable of sales techniques; closing techniques and in overcoming objections.
- Proficient with Onesite, Yieldstar, Ops Technology and other property management software.