

Candice Lewis

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PROFESSIONAL OBJECTIVE

Seeking a position that would utilize my excellent customer service skills and have an opportunity for personal and professional growth.

EDUCATION

San Andreas High School, Mesilla, NM

Date of Completion: **May 2001**

WORK EXPERIENCE

Kay Kay Realty/Rosewood Court I&II/Hacienda Apartments, Phoenix AZ

May 2022-October2023

- Managed community of 150units.
- Create new leasing documents for approved applicants.
- Process backgrounds checks and applications for prospects.
- Schedule maintenance duties for the week.
- Take rental payments.
- Managed the front desk (i.e. answering phones, assisting potential tenants with tours of the property, making appointments, and sending information to compliance.).
- Completed bank deposits and weekly postal trips.
- Manage tax credit LIHTC

Wentwood Properties/Westlake housing/Four Hills Apartments, Las Cruces NM

October 2021-May2022

- Process applications and background checks.
- Complete daily reports.
- Conduct monthly inspections.
- Task rental payments.
- Process evictions.
- Process daily bank deposits.
- Manage property
- Interact with vendors
- Manage tax credit LIHTC
- Manage multi-sites properties

Kay-Kay Realty/Four Hills Apartments, Las Cruces, NM

July 2021-October 2021

Community Manager

- Managed community of 274 units.

- Create new leasing documents for approved applicants.
- Process backgrounds checks and applications for prospects.
- Schedule maintenance duties for the week.
- Take rental payments.
- Managed the front desk (i.e. answering phones, assisting potential tenants with tours of the property, making appointments, and sending information to compliance.).
- Completed bank deposits and weekly postal trips.
- Manage tax credit LIHTC

SingleTree Lawncare and Landscaping, Las Cruces, NM

August 2020-July2021

Office Manager

- Prepared contracts for monthly services.
- Payroll through quickbooks.
- Created documents for bids and proposals.
- Handle customer service requests.
- Handled daily invoicing and bookkeeping agendas.
- Made daily deposits.
- Scheduled landscaping teams.
- Made appointments for Owner for potential customers. ● Handle owners/companies bills and personal agenda.

Sun Homes/ Omni and Centre Square Communities, Las Cruces, NM August 2019 - March 2020

Property Manager

- Created and updated leasing documentation for approved applicants.
- Collected rent and deposits from tenants via electronic system, Rent Manager.
- Scheduled maintenance and renovation with minimal interruption to tenants.
- Managed the front desk (i.e. answering phones, assisting potential tenants with tours of the property, making appointments, and entering information into a database).
- Managed two properties with a total of 253 units.

Argus Professional Management/Highway 70 Self Storage, Las Cruces, NM

November 2017 - August 2019 **Property Manager**

- Collaborated with office staff and tenants regularly on updated lease terms, rent and late payments, scheduled maintenance, and prepared units for auction.
- Performed daily tasks such as conducting walkthroughs, bank deposits, and daily cleaning of the property.
- Managed one property with 885 storage units in a variety of sizes and four office spaces.

Staffzone, Plano, TX

January 2017 - September 2017

Office Manager

- Dispatched daily duties to employees seeking jobs.
- Answered multi-line phone systems and ordered office supplies to ensure adequate stock.
- Processed new vendors for eligibility.
- Provided excellent customer service to external and internal customers.

- Managed, tracked and resolved overdue account balances.
- Maintained weekly payroll and daily reports.

Savoy/ Fairfield Inn and Suites, Plano, TX

December 2015 - January 2017

Front Desk Supervisor

- Supervised the work of employees to ensure adherence to quality standards, deadlines and proper procedures.
- Administered recruiting, hiring and training of new employees.
- Resolved guest complaints and disputes in compliance with the hotel's policies and procedures in a professional manner.
- Processed guest check-in and check-out activities in a timely and professional manner.

Vital Visits Pet Service, Richardson, TX

March 2013 - January 2016

Pet Sitter

- Provided in-home daytime, evening and overnight pet sitting, farm and exotic animal care including: dog walks; fed meals; gave treats; refilled water bowls; cleaned litter boxes and other messes; play and cuddle time.
- Conducted new client meetings which consisted of: meeting clients and pets; gathering pet information; answering questions and offering advice; picking up keys.
- Provided house sitting duties which included: collected mail, newspaper and packages; watered plants; put garbage/recycling bins out on designated days.

All Star Self Storage, Plano, TX

September 2014 - May 2015

Property Manager

- Handled in-bound calls and assisted customers at the front counter for storage unit and office warehouses reservations, sales and billing inquiries.
- Inputted customer's information, printed contracts, ran daily reports and prepared units for auction.
- Rented/moved out storage units, conducted daily walk-throughs of the facility, collected payments and collection calls, did a daily lock check and locked customers units for non-payment.
- Clean storage units that move out, which include, wiping down of walls and doors, sweeping, moping and tagging properly.

TMI Hospitality, Plano, TX

July 2013 - September 2014

Front Desk Supervisor

- Booked, cancelled and confirmed individual and group reservations via phone and email.
- Oversee all daily front desk operations to include: staffing, training, ordering and purchasing supplies, and daily reports, service recovery and revenue management.
- Trained new staff in guest quality of service procedures. Monitored performance and implemented improvements as needed.
- Resolved customer complaints in a professional manner.

Bear Transportation Services, Plano, TX

July 2011- July 2012

Telephone Operator

- Provided professional, friendly customer service to 200+ expeditors and brokers, directed calls to appropriate destinations.
- Assisted upper management with recruitment events and recruitment packages, and meetings. ● Maintained a cleaned work environment.

La Quinta Inns & Suites, Las Cruces, NM November 2009 - May 2011**Front Desk Clerk**

- Answered phones to take reservations and/or respond to guest service requests.
- Handled check in and check out for 200+ rooms.
- Performed daily reports, and maintained a cash drawer.

Corn Dogs Plus, Las Cruces, NM

July 2003 - July 2009

Assistant Manager

- Responsible for customer satisfaction. Resolved hospitality issues as they occurred.
- Trained and evaluated staff, enabling them to improve skills and achieve daily objectives. ● Took orders from the customers and ensured that the foods are served in a timely manner.
- Monitored handling of cash, opening/closing procedures, and prepared weekly employee schedules.