

Sonia Garcia
804 Chellwood Park
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Albuquerque NM 87122
(505) 507-6653
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Objective

To obtain gainful employment within an organization where I can further my personal growth as well as contribute to the success of the company's visions and goals.

Special Skills/Abilities

- BILINGUAL- Complete fluency in English / Spanish, conversation, reading, writing, and the ability to translate
- Basic knowledge of computer use: MS Word, MS Outlook, Excel, Yardi Voyager
- Effective organizational skills and the ability to work under pressure
- Excellent management, leadership, and team building skills
- Strong analytical and problem solving skills
- Easily adapt to new procedures and concepts / fast learner
- Provide great customer service
- Multitasking

Professional Experience

- Relieve management of administrative duties
- Trouble shooting customer complaints, addressed in a timely and professional manner
- Develop daily and monthly reports, data entry, organize files and maintain records
- Coordinate company events / seasonal celebrations, handle client / staff meetings
- Monitored company and employee performance
- Conduct employee verifications, interview, training, scheduling, and evaluate
- Prepare payroll time sheets, update vacation / sick time forms
- Maintain office supplies and product inventory
- Attend busy phone lines, direct calls and respond to inquire
- Collect payments, enter into system, update delinquent accounts and prepare deposit
- Analyze and prepare new resident files / leases for move in
- Sorts and distribute mail
- Update mail / phone directories
- Sales / up-selling

Employment History

World Finance Corp.

Adams County Housing Authority

Asst. Mgr.
Deming, NM
12/08 – 11/09

Residence Inn

Housekeeping Supervisor
Lakewood, CO.
1/07 – 4/07

Millard Mall Services

Senior Asst. Mgr / Coordinator
Lakewood, CO.
2/04 – 1/06

Golden Gates Casino

Hostess / Waitress
Black Hawk, CO.
00 – 01

Asst. Mgr. / Leasing Consultant
Thornton, CO.
5/07 – 9/08

Serve Tech

Asst. Supervisor
Aurora, CO.
2/06 – 10/06

K Mart

Front End Supervisor
Denver, CO.
4/02 – 2/04

Columbine Beauty School

Receptionist
Lakewood, CO.
98 - 00

Education

HIGH SCHOOL

Juarez Academy
Grad 6/98

COLLAGE

Columbine Beauty School
Colorado State Certification 12/99
Colorado State License 4/01

SCOTT A. ZIEBELL
5919 Gran Quivira NW
Albuquerque, NM 87120
(505) 239-0511 (Cellular)
(505) 232-9426 (Residence)
nmscottz@aol.com

Please find enclosed a recently updated copy of my resume. As I think the resume will indicate, I have acquired extensive experience in Business Management, Property Management, Project Management, Complete Major Renovations, Real Estate, Office Operations, Administration, Negotiations, Customer Relations, Customer Service, Supervision and Problem Solving.

I have 15 years of Property Management Experience. I am presently seeking a challenging career position in *Property Management* utilizing my skills, training and aptitudes. I work well with people, am highly motivated and am effective in high pressure situations. I adapt quickly to new environments and am knowledgeable in work prioritization.

If my qualifications are of interest to you, I would welcome an opportunity to discuss them with you further in a personal interview.

Sincerely,

Scott A. Ziebell

Enclosure

SCOTT A. ZIEBELL
5919 Gran Quivira NW
Albuquerque, NM 87120
(505) 239-0511 (Cellular)
(505) 232-9426 (Residence)
nmscottz@aol.com

EMPLOYMENT OBJECTIVE: Seeking a challenging career position in *Property Management* utilizing acquired skills, experience and training.

SUMMARY OF QUALIFICATIONS: Skilled professional with extensive experience in Business Management, project management, property management, customer relations, real estate, office operations administration, customer relations and problem solving. Detail-oriented, with outstanding work prioritization skills and aptitudes. Team player with a positive work attitude. Experience working with individuals from a wide variety of backgrounds.

SKILLS:

- Management / Operations Administration
- Human Resources / Quality Control
- Customer Service / Troubleshooting
- Documentation / Negotiations
- Budgeting / Vender Relations

EXPERIENCE:

A.L. HEATING & AIR CONDITIONING, INC., Albuquerque, NM 2008-2009

Director of Operations

- Managed office employees; over saw all daily operations, setup new vender accounts, and new customer accounts, work orders, purchase orders, audited all payables, tacking of all receipts.
- Human resources, I-9 processing verification, W-2's, pre-employment SED laboratory drug testing, random drug testing, extensive criminal back ground checks, credit checks, DMV back ground checks, maintaining all employee files/records, evaluations, raises, written warnings, hiring, terminating, exit interviews, unemployment forms, department of labor hearings and workman's comp.
- Financing, budgeting, spreadsheets, accounts receivable, accounts payable, and payroll verification.
- *Accomplishments included:* Implemented new company policies. Improved working environment, improved employer and employee relationships.

PREMIER GMAC REAL ESTATE / ROWE LEGACY, INC., Albuquerque, NM 2006-2008

General Manager / Office Operations / Property Manager

- Comprehensive responsibility for the oversight of daily operations of a real estate business which included management of multiple investment properties in Albuquerque,

Rio Rancho, Belen, Bernalillo & Santa Rosa New Mexico that consisted of several comprised single family dwellings, triplexes, fourplexes and apartment complexes.

- Managed office staff, supervised vendors, contractors and maintenance personnel. Directed tenant relations, including leasing, preparation of legal documents, client negotiations and implementation. Processed rent roll, hired maintenance personnel and scheduled construction crews, managed foreclosure activities such as (Short Sales) helping home owners in foreclosure, as well as in negotiating with lenders on their behalf, and resolving organizational problems as they arised.

Scott A. Ziebell / 2 EXPERIENCE (Cont'd):

- Human resources; I-9 processing verification, W-2's, extensive criminal back ground checks, credit checks, DMV back ground checks, maintaining all employee files/records, evaluations, raises, written warnings, hiring, terminating, exit interviews, unemployment forms, department of labor hearings and workman's comp.
- *Accomplishments included:* Consistently improving quality of living for tenants as well as general property structure, services, expanding the business and maintained 95%-100% occupancy.

SCOTT PATRICK HOMES, INC., Albuquerque, NM 1997-2006

Business Manager / Project Manager / Property Manager

- Initially hired to revitalize two failing rental communities. Directed responsibility for the organization and implementation of all aspects of major renovations of the interior and exterior of two rental communities.
- Negotiated bids, hired contractors to perform major renovations and managed quality control. Managed office employee's, Supervised and hired all maintenance personnel and human resources. Set up all accounts with vendors for direct purchasing. Processed rent roll, coded all payable receipts to the chart of accounts and prepared payroll.
- Liaison to corporate professionals for all applicable documentation. Directed tenant relations, including leasing, preparation of legal documents, client negotiations and implementations.
- *Accomplishments included:* Consistently improving quality of living for tenants, property structure, services, turning the business into a profitable business and maintained 95%-100% occupancy with a waiting list.

EASTER SEAL SOCIETY OF NEW MEXICO, Albuquerque, NM 1991-1997

Driver / Transportation Accounting

- Managed transportation of clients with developmental disabilities to various work sites throughout metropolitan Albuquerque.
- Concisely tracked all gas receipts, mileage, number of passengers, trips, and clients who were ambulatory and non-ambulatory. Completed reports submitted to the State of New Mexico to procure future state funding for purchasing.

EDUCATION / TRAINING:

PARKS JUNIOR COLLEGE, Albuquerque, NM 1992

ASBA, Business Administration

GPA: 3.6/4.0

Worked full time while attending college.

MILITARY:

Army National Guard, Oshkosh, WI

Honorable Discharge 1986

AFFILIATIONS:

(BCCA & Roadrunner Chapter) Collect pre-prohibition antique cans from 1930's.

PERSONAL:

Willing to travel / consider relocation.

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REFERENCES

Gary Alcocer
Business Owner (Professional)
A.L. Heating & Air Conditioning Inc.
Albuquerque, NM
(505) 615-4360
gary@alheating.com

Jim Pitts
President/CEO
Premier GMAC Real Estate (Professional)
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Sandy Kolsted-Townsend
Qualifying Broker (Professional)
Premier GMAC Real Estate
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Dan Rowe
Associate Broker/Business Owner (Professional)
Premier GMAC Real Estate/Rowe Legacy, Inc.
Albuquerque, NM

(505) 450-4663
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Scott Schiabor
Business Owner (Professional)
Scott Patrick Homes, Inc.
Albuquerque, NM
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Art Barbosa
Business Owner (Personal)
AB Plumbing and Air Conditioning, Inc.
Albuquerque, NM
(505) 269-5515
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Brad Flinders
General Manager (Personal)
K-Stone
San Antonio, TX
(575) 613-0475
sporzfam@aol.com

Dan Scoglietti
Laser Technician (Personal)
ITT
Albuquerque, NM
(505) 379-2694
canmandan@aol.com

Victoria Lattimer
404 8th Street, Rio Rancho, New Mexico 87124
505-514-7715

OBJECTIVE

A position as a general office/receptionist with emphasis on customer service.

SKILLS PROFILE

- Microsoft Office: Windows, Excel, PowerPoint, Yardi, CBC Invoicing, Onsite, Advance Screening
- Ability to operate copy/collating machine, Maintain Newsletter, Marketing Material
- Knowledge of and experience with office mailroom procedures
- Multi Tasking, filing and organizational skills
- Experience in handling confidential paperwork: background and credit
- Ability to take accurate phone messages and deliver messages promptly
- Good customer-relations background

EMPLOYMENT HISTORY

Hermanson Inc.-Assistant Mgr Leasing May 2009-current

- Handle application, background and credit check for new leases, obtain employment and residential information. Showcase properties, staging, final walk thru.
- Responsible for all cash transactions
- Successfully complete all weekly/monthly reports by time requested.
- Coordinate all work orders for apartments including scheduling and follow-up
- Maintain office supplies, orders with Vendors and Suppliers

LoneStar Steakhouse-Waitress/Cashier Sep 2008-May 2009

- Took orders, served restaurant patrons, and assisted at the cash register
- Assisted with heavy phones, scheduling, product sales, customer service

Case & Associates-Leasing Agent March 2008-Aug 2008

- Complete lease, background and credit check, employment verification.
- Responsible for scheduling appointments, work orders, data entry, receptionist/phones
- All cash transactions: deposits, posting payments

Wells Fargo Bank-Teller July 2007-Jan 2008

- Deposits, Check cashing, Account maintenance, New Accounts, Customer Service issues, complaints, phones, mail, reports

Copeland's Restaurant-Head Hostess/Cashier

- Answered phones, Set up and handled reservations, organized seating, set up schedule for waitstaff/bussers, All Customer issues as well as assisted Management as needed.

EDUCATION

Rio Rancho High School, Rio Rancho New Mexico

Major: Business

Graduated: May 19, 2007

REFERENCES

Jaime Compton 505-255-9352/505-306-0754
Nora Sutton 918-810-5816
Chermaine Crosson 505-573-6432
Julio Mendez 505-220-4806