

Residential Property Manager

Samantha Reynolds

Professional summary

Results-driven Residential Property Manager with experience managing luxury properties and multi-family complexes. Accomplished in driving tenant satisfaction, optimizing operational efficiency, and enhancing financial performance through innovative strategies and leadership.

Experience

Senior Property Manager

March 2018 - Now

Oceanview Residential / Miami, FL

- Manage day-to-day operations of a 700-unit luxury apartment community with a consistent 97%+ occupancy rate.
- Lead and mentor a team of 15 professionals, including leasing agents, maintenance staff, and concierges.
- Designed and implemented a tenant retention program, reducing turnover by 18% over two years.
- Administer a \$6.5 million annual operating budget, achieving a 15% increase in NOI through strategic cost management.

Property Manager

June 2012 - February 2018

Coral Realty Group / Fort Lauderdale, FL

- Developed and executed innovative digital marketing campaigns, resulting in a 22% increase in lease signings during off-peak months.
- Trained and developed a team of on-site managers, enhancing operational consistency and staff retention.

Leasing Specialist

May 2010 - May 2012

Sunset Apartments / Miami, FL

- Assisted prospective tenants with leasing inquiries, tours, and applications, achieving a 95% closing rate on new leases.
- Collaborated with the marketing team to host open house events that attracted over 500 prospects annually.

Accomplishments

- **Industry Speaker:** Delivered a presentation on "Enhancing Tenant Retention Strategies" at the Florida Multifamily Summit (2021).
- **Award Winner:** Recipient of the "Property Manager of the Year" award from the National Apartment Association (2020).
- **Technology Advocate:** Played a key role in implementing a smart home technology system across Oceanview Residential units.

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United States, Miami, FL

Education

Bachelor of Science in Business Administration

University of Miami


United States, Graduated: May 2010


Certifications


- **Certified Apartment Manager (CAM)**, National Apartment Association (April 2023)
- **Florida Real Estate License**, State of Florida (December 2022)

Skills


Tenant Retention and Relationship Management 

Budget and Financial Oversight 

Team Leadership and Professional Development 

Marketing Strategy and Lease Optimization 

Vendor Contract Negotiation 

Property Compliance and Auditing 

Mobile and Digital Solutions Integration 