

SUZANNE WOOLEVER

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ADMINISTRATIVE & MANAGEMENT PROFESSIONAL

- Proven administrator and manager adept at quickly and successfully responding to ever changing environments and situations.
- Solution provider who consistently earns the confidence of professionals, through the delivery of superior service and support.
- Strong multi-tasking skills with ability to manage various projects and schedules.
- Extensive experience managing teams and business operations.
- 18+ years of sales experience with strong negotiation and closing skills.

CORE COMPETENCIES

Office Management
Strategic Planning
Customer Relations
Project Management
Contract Management

Microsoft Office
Internet Research
Adobe Acrobat
OneDrive
Google Drive

Dropbox
Panini Check Scanner
Property Management Programs -
Yardi & Onesite
POS Systems - Plan-O-Grams

PROFESSIONAL EXPERIENCE

Intermark Management, Charleston, SC **Property Manager**

2018 - Present

Oversee operations for three multi-unit, residential properties, ensuring the physical, financial, and regulatory integrity of project sites. Monitor property operation to ensure compliance with, lease conditions, budgetary goals, and government regulations. Direct the processing of all property related leases, renewals, options, and vendor contracts. Review and process leasing applications, credit checks, and background checks. Responsible for financial functions including rent collection, accounts payable and accounts receivable. Strong customer service with resident relations to solve issues or handle resident complaints. Filed evictions and appeared in magistrate court.

The Palms Apartments, Charleston, SC **Assistant Property Manager**

2011 - 2017

Worked in partnership with leadership and supported daily operations of residential property with 408 units. Maintained excellent rapport with current and potential tenants. Investigated and resolved resident issues; coordinated repairs and move-in / move-out. Managed month-end financial process including reconciliation of accounts. Filed eviction paperwork and prepared unpaid move out accounts for collections. Processed lease applications, background and credit checks for potential residents. Managed \$275k+ in payments monthly, making deposits and posting rents.

- Maintained <1% delinquency rate on monthly rent payments.
- Sustained 95% occupancy rate on rental units.
- Awarded property of the year three separate years.

Templeton Properties, Chesapeake, VA **Assistant Property Manager**

2008 - 2011

Provided leadership to the management of two apartment properties totaling 340 units. Interfaced with existing and prospective residents while delivering exceptional customer service. Prepared lease agreements, ensuring accuracy and completion. Performed office administration and accounting functions including balancing accounts, collecting and recording rental payments, and data management. Filed court documents for unpaid rent and debts, as well as represented company in court cases.

- Maintained proactive focus on sustaining 100% levels for both properties.

Azars Bazaar LLC, Norfolk, VA

2006 - 2008

Operations Manager

Led operations for online vintage and new merchandise retail business. Maintained website by updating inventory and images, wrote product descriptions, and determined pricing strategy. Attended trade shows and worked with vendors to purchase products. Sustained industry knowledge through research of competition and industry information regarding the latest trends.

Hope House Foundation Thrift Shop, Norfolk, VA

2003 - 2005

Assistant Store Manager

Directed sales floor activities ensuring excellence in customer service and resolving store level problems. Established sales goals managed budgets, devised sales forecasts consistently maximizing sales and profits. Oversaw personnel management interviewing hiring training mentoring/coaching and evaluating. Managed merchandise selection for window displays and stocking working directly with employees and donors. Worked with management developing marketing and advertising strategies for non-profit. Maintained price accuracy of goods and ensured adequate stock levels.

PREVIOUS PROFESSIONAL EXPERIENCE

Things Unlimited - Thrift, Consignment & Costume Shop, Virginia Beach, VA**Store Manager****Goodwill Industries, Norfolk, VA****Store Manager****City Lights & Supply Co., Inc., Virginia Beach, VA****Outside Sales Representative****Venus Image Products, New York, NY****Production Manager****BritRail Travel, New York, NY****Travel Sales Agent**

EDUCATION / CERTIFICATION

Fashion Design and Merchandising

American College for the Applied Arts, Los Angeles, CA and Atlanta, GA

Certificate in Property Management

Charleston Trident Association of Realtors, North Charleston, SC

PMIC Certification

LICENSURE

South Carolina Property Manager License #94715