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# KATHRYN CHRISTIE

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## PROFESSIONAL SUMMARY

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Proficient Office Assistant successful in preparing documents, answering client's questions and entering data into computer programs. Familiar with ordering office supplies, completing required documents and preparing marketing materials. Ready to offer 15+ years of experience to a challenging position with room for advancement.

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## SKILLS

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|-------------------------|--------------------------------|
| • General Office Duties | • Inventory                    |
| • Office Administration | • Sales                        |
| • Microsoft Office      | • Clerical support             |
| • Customer Service      | • Document scanning            |
| • Data entry            | • Contract Preparation/Signing |

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## WORK HISTORY

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**Leasing Associate, 10/2016 to 4/2019**

**Cambridge Real Estate Services – Sacramento, CA**

- Greet and tour prospective clients to rent apartment/homes. Collect application, deposit and rent payments.
- Take and respond to phone calls and email inquiries. Help clients to visualize living in the community.
- Handle resident retention - complaints and maintenance work orders.
- Assist with lease renewals, appointments and contract signatures. Helped to maximize occupancy and leased percentages from 85% - 98%

**Leasing Associate, 04/2016 to 10/2016**

**Renoir Staffing, LLC – Folsom, CA**

- Assist prospective & current residents, Maintenance requests, Credit checks, Collect rent/deposit/app fees, Prepare leases, Move-in inspections, Help properties to increase occupancy rate.

**Leasing Concierge, 02/2015 to 03/2016**

**Tricon American Homes – Folsom, CA**

- Answer 60-90 calls daily, Set tour appointments for prospective residents
- Assist current residents with accounting and leasing questions and/or issues
- Assist residents with maintenance troubleshooting and work orders.

**Event Host/Lead Generator**, 02/2014 to 10/2014

**USA Bath** – Sacramento, CA

- Customer service and to generate sales leads and set appointments for sales teams. Overcome objections to get appointment.
- Top sales lead generator for 1.5 years.

**Reservations/Receptionist**, 04/2012 to 12/2013

**Baja Limo** – Rancho Cordova, CA

- Office administration, Customer service, Cashier, Inventory.
- Setting appointments/reservations, Phone & Person-to-person sales.
- Prepared drivers charter paperwork.
- Entered details such as payments, account information and call logs into the computer system.

**Front Desk Supervisor**, 06/2010 to 04/2012

**Hotel Management Group** – Rocklin, CA

- Checked guests in and out of the hotel, made reservations and processed payments.
- Oversaw all front desk operations with an eye for hotel reputation, staff productivity and operational efficiency. Supervised hotel in evening and up to three employees.
- Balanced hotel accounts at the end of the day.

**Leasing Consultant**, 10/2006 to 10/2009

**JCM Partners, LLC** – Sacramento, CA

- Toured the property with prospective tenants and provided a wealth of information in regards to its key features.
- Collection of rent, deposits and posted payments in computer system.
- Performed credit and background checks on all apartment applicants.

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## EDUCATION

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**AA Degree:** Business Administration, 2008

**MTI Business College** - Sacramento, CA

**Property Management Certificate:** 2006

**American River College** - Sacramento, CA