

MICHAEL BASKIN

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OBJECTIVE

To provide efficient and quality service as part of a memorable customer experience

SKILLS PROFILE

Excellent driving, safety, and customer service record.
Sales of rentals, insurance, and merchandise
Experienced in light maintenance
Trained in fair housing practices
Private Pilot

Computer software skills:

- Microsoft Office Suite
- Quickbooks Pro
- Photoshop CS3
- Yardi
- Contact Resource Management tools
- Bluemoon

EMPLOYMENT HISTORY

Maintenance Coordinator, Austin Property Team

January 2016

- Manage maintenance technicians and janitorial staff to service a portfolio of over 130 rental units
- Perform all service and vendor contract bid acquisition, approval, and management. Review all vendor contract work and determine all requirements met before payment release.
- Prepare and deliver daily operational reports.
- Conduct property inspections, move-in/out walk-throughs.
- Perform light maintenance when needed.
- Follow up with tenants on completion of maintenance requests.

Leasing Consultant, Austin City Lights Apartments

August 2014 – July 2015

- Sell property's products and services to prospects
- Maintain thorough product knowledge of the property, sister properties and competitors
- Assist manager in developing and implementing effective marketing strategies to increase property traffic and internet leads
- Convert phone calls to tours, property tours to leases and internet leads to tours and/or leases
- Ensure guest cards are complete, entered into the property management software, and follow up is completed for prospects.
- Develop and maintain first class customer service relationships with prospects and residents
- Accurately prepare all lease-related paperwork, from the application process through move out; preparing move in information, lease files, renewal letters and renewal leases, completing brochures, completing move out requests, and any other forms utilized as they relate to leasing and resident relations
- Achieved 100% occupancy by June of 2015

Manager, Cube Smart

Austin, Texas

September 2012 — July 2014

- Provide exceptional service to Customers and Sales leads over the phone as well as to walk-in Customers
- Recommend appropriate unit sizes and services based on individual Customers' needs

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- Understand and explain the leasing process to Customers
- Sell merchandise including packing / moving supplies and insurance to protect our Customers' goods
- Operate POS system and take payments
- Conduct daily visual and space audits of entire facility as well as perform lock checks
- Prepare and make daily bank deposits
- Submit all property invoices for payment
- Process daily, weekly, monthly and annual reports
- Coordinate and conduct auctions on an as-needed basis
- Provide coverage to other facilities when necessary
- Perform property maintenance both inside the facility and on the grounds including; sweeping, changing light bulbs and removing debris and light landscaping.
- Responsible for collections of delinquent accounts

Assistant Manager, Princeton Storage Company

January 2008 — July 2010

Half Moon Bay, California

- Collect rent payments and accurately enter data into computer
- Place collection calls for past-due accounts
- Implemented automated bill pay with Quickbooks Pro
- Marketing & Advertising
- Meet and communicate with prospective and current tenants
- Perform minor maintenance and custodial duties, including cleaning and, preparing units for rent
- Organizing lien sales and evictions in accordance with California state laws and regulations

Sales Representative, Avis Car Rental

Summer 2010

Austin, Texas

- Data entry
- Customer service
- Reservation services
- Coordinate customer pick-ups
- Preparation of vehicles for rental
- Sell additional protection services

PROFESSIONAL AFFILIATIONS

- California Self Storage Association
- AOPA (Airline Operators and Pilots Association)