**Leasing Agent Resume Sample 2**

**Charlotte Thomas**  
2154 E. Columbus Parkway, Delaware, Ohio 57841  
*cthomas@email.com*  
521-111-7456

**A. Summary**

Outgoing and professional apartment leasing agent with 22 years of experience as a residential property leasing agent. Pride myself on being highly independent and able to obtain goals with no supervision. I also enjoy the challenges and rewards of working with other team members to achieve a goal. Proven success in establishing and fostering relationships with new tenants. I take enjoyment in developing new marketing strategies and reaching new audiences through online tools. Looking to expand my leasing experience into commercial and retail leasing with a company that values agents who consistently exceed occupancy rate goals.

**B. Working Experience**

**June/2000 – April/2018 – Clary's Apartments, Delaware, Ohio**

**Responsibilities:**

* Meet and interview all prospective tenants
* Review offers to the company
* In charge of approving and denying pre-qualified offers
* Work with tenants to discover their needs and preferences in order to secure the perfect apartment for them
* Shedule visits with prospective tenants to view vacant properties

**Achievements:**

* In charge of addressing all of the tenant complaints in the building
* Investigated the complaints for ways to solve them, and then typed written reports of the resolution
* Implemented improved housing database system in order to keep track of rentals and rental payments

**January/1996 – May/2000 – Ohio River Apartment Complex, Columbus, Ohio**

**Responsibilities:**

* Discuss all aspects of the leasing contract with potential tenants
* Meet with property managers in order to determine whether vacant properties are ready to be leased
* Collect deposits, complete contracts, and assist tenants with the moving in process

**Achievements:**

* Assisted in the development of our community outreach program to college students moving to the area, resulting in a 25% increase in occupancy rates
* Achieved an 80% occupancy rate or better during entire time with the company
* Performed many of the administrative tasks, including collecting rent, processing denial letters, and informing approved tenants of their ability to move into the building

**C. Education and Academic Training**

Bachelor of Arts in Business Administration, Ohio State University, Columbus, Ohio, May 1995

**D. Job Related Skills**

* Strategic planning skills
* Proficient in contract negotiation
* Fair Housing Act knowledge
* Successful at completing office tasks
* Diverse sales techniques

**E. General Skills**

* Advanced written and verbal communication skills
* Punctual and superior attendance
* Driven by results and motivated to reach goals
* Friendly and outgoing in the workplace