

Christina Colon Rodriguez

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Professional Summary

Experienced Property Management Leader with a proven track record of transforming operations into lean, efficient, and high-performing business models. Specializing in optimizing quality and safety standards, I excel at leading teams across all levels to meet and exceed business goals and performance expectations, even in high-pressure environments. Known for driving operational success, fostering collaboration, and consistently achieving outstanding results.

Skills

- **Problem Solving:** Proactively addressing challenges and finding effective, innovative solutions.
- **Strong Communication Skills:** Engaging with stakeholders, tenants, and team members with clarity and professionalism.
- **Tenant Relations:** Building positive relationships and ensuring a high level of tenant satisfaction and retention.
- **Quality & Safety:** Maintaining strict quality standards while prioritizing safety in all operational aspects.
- **Maintenance Coordination:** Overseeing and coordinating all property maintenance to ensure timely and efficient service.
- **Rent Collection:** Managing and optimizing the rent collection process to ensure consistent cash flow.
- **Financial Reporting:** Analyzing and presenting financial reports to support informed decision-making.
- **Lease & Contract Administration:** Overseeing lease agreements, renewals, and contract negotiations to protect business interests.
- **Strategic Planning:** Developing and implementing strategies to improve operational efficiency and profitability.
- **Contracting & Cost-Savings:** Identifying opportunities for cost reduction and negotiating favorable contracts for services.

Work Experience

Property Manager

CBM Holdings LLC - West Palm Beach, FL

November 2020 to present

- **Managed Mixed-Use Developments:** Successfully increased net operating income (NOI) by 12% through strategic management and operational efficiency.
- **Financial Oversight:** Led financial reporting, purchasing, and cost tracking. Monitored accounts receivable/payable and prepared detailed accounting reports.
- **Contract Negotiations:** Negotiated contracts to achieve cost savings, improving overall profitability.

- **Operations Management:** Oversaw on-site renovations, daily operations, maintenance, and administrative duties for multiple properties, ensuring seamless day-to-day operations.
- **Unit Management:** Managed day-to-day operations for 548 units, maintaining high standards for tenant satisfaction and property upkeep.
- **Accounting and Rent Collection:** Maintained accurate accounting records, including rent collection, unit occupancy, and resident ledgers, ensuring timely and efficient financial management.
- **Compliance and Record Maintenance:** Retained control of management agreements, insurance policies, and complete accounting records, ensuring legal and financial compliance.
- **Staff Leadership and Development:** Recruited, trained, and managed skilled on-site staff to provide exceptional service to residents and improve operational efficiency.
- **Leasing Performance:** Established and exceeded leasing goals, contributing to sustained occupancy and reduced vacancy rates.
- **Resident Satisfaction & Retention:** Implemented business strategies to enhance resident satisfaction, foster community engagement, and reduce turnover.
- **Property Inspections & Safety:** Conducted regular site and safety inspections, ensuring compliance with safety standards and identifying areas for improvement.
- **HOA Support:** Assisted the Homeowners Association (HOA) with on-site projects and addressing property concerns, ensuring effective collaboration and resolution of issues.
- **Payroll & Team Leadership:** Managed payroll processing and led a team of professionals, fostering a productive and motivated work environment.

Housing Billing AR Supervisor

Morselife - Skilled Nursing Facility-West Palm Beach, FL

November 2018 to October 2020

- **Accounts Receivable & Collection:** Managed accounts receivable and collection processes, ensuring timely payments and efficient resolution of outstanding balances.
- **Bookkeeping:** Posted batch charges and payments to resident account ledgers, ensuring accurate and up-to-date financial records.
- **Billing & Invoicing:** Prepared and issued billing invoices to Long-Term Care (LTC) insurance companies, facilitating timely payments.
- **Financial Reporting:** Prepared month-end financial and management reports, providing comprehensive insights into property performance and financial health.

Property Manager

First Service Residential - Lake Worth, FL

April 2016 to October 2018

- **Collections & Rent Management:** Oversaw rent collection, posted payments, generated renewal leases, and coordinated move-ins and move-outs to ensure smooth operations.
- **Vendor Contract Negotiation:** Led negotiations for vendor contracts and managed vendor relationships, ensuring cost-effectiveness and high-quality service.

- **Legal & Dispute Resolution:** Resolved legal issues and disputes with a strong understanding of local laws and regulations, ensuring compliance and minimizing risk.
- **Team Leadership & Development:** Recruited, trained, and developed high-performing property management teams, fostering a collaborative and productive work environment.
- **Site & Safety Inspections:** Conducted site and safety inspections to ensure all properties maintained the highest standards of presentation and compliance with safety regulations.

Property Manager

Havenbrook Homes-Boynton Beach, FL

March 2015 to April 2016

- **Portfolio Management:** Managed a portfolio of 311 homes, consistently providing exceptional service to residents and ensuring tenant satisfaction.
- **Repair & Maintenance Coordination:** Obtained estimates for repairs, generated and tracked service orders, and assigned contractor services to ensure timely and cost-effective solutions.
- **Move-In/Move-Out & Deposit Processing:** Approved move-in/move-out files, processed deposit accounting, entered vendor invoices, and monitored vendor contracts for accuracy and compliance.
- **Building Inspections:** Conducted regular inspections of buildings, facilities, and equipment to proactively identify and address repair needs.
- **Liability & Safety Management:** Protected the business from unnecessary liability by adhering to security and safety standards, ensuring compliance across all properties.

EDUCATION

H.S. Diploma- NY, Florida Career College

CAM Certified, Grace Hill training, Real Estate/Property Management Training/Experience